



## Speaker Biographies

**ROBERT ANDRINGA** has been a student of governance for several decades while serving in these capacities: committee staff director in the U.S. House of Representatives, senior policy director for a governor to build a cabinet and strategic plan, CEO of two national nonprofits reporting to boards, and chair of several boards. He is the author of two books and numerous articles on governance. He has trained the boards of more than 500 organizations and continues to consult part-time with boards and their chief executives.

**RICHARD ARENDT** is the assistant systems manager and the continuity of operations plan manager for the United States Bankruptcy Court in the Middle District of Florida. Mr. Arendt has worked in bankruptcy court for over 8 years and has 15 years of experience in the computer field. He is experienced in computer networking and web development, and recently attended Java training. He received his Master of Science Degree in applied information technology from Towson University and is currently working on his judicial administration certificate from Michigan State University.

**DANIEL BECKER** took office as State Court Administrator of Utah on September 25, 1985. He previously served the North Carolina Administrative Office of the Courts as deputy director (1993-95), administrator for court services (1986-93), and assistant to the director (1985-86). He was trial court administrator for the Fourteenth Judicial District of North Carolina, 1981-84, and assistant director for operations and court consultant for the Administrative Office of the Courts of Georgia, 1977-81. Mr. Becker served as president of the Conference of State Court Administrators and as vice-chair of the Board of Directors for the National Center for State Courts, 2004-05. He was appointed by President Barack Obama to the Board of Directors of the State Justice Institute in 2010 (vice chair, 2011), and is vice chair of the Utah Commission on Criminal and Juvenile Justice. His honors include the NCSC Distinguished Service Award, 2001; Humanitarian Award, National Conference for Community Justice, 2005; and Warren E. Burger Award for Excellence in Court Administration, 2006. He holds a B.A. (political science, 1974) and M.P.A. (1976) from Florida Atlantic University.

**JIM BEIGHT** is the Dewberry Practice Segment Leader for Justice Architecture and has practiced for more than 30 years. He has devoted much of his career to justice architecture and is an industry-recognized expert in court planning and design. Some of his signature projects include the Robert Dole Federal Courthouse in Kansas City, Kansas; Nashville's historic Metropolitan Courthouse; U.S. Courthouse, Rockford, Illinois Municipal Courts; Public Safety Complex, Gilbert, Arizona; and design excellence projects for the Administrative Office of the U.S. Courts, General Services Administration to local municipal and state groups all across the country. Through his work and his wider involvement in the justice community, he has developed a thorough understanding of the issues facing the courts today. As a result, he has experience designing successful solutions to a wide variety of design commissions.

**SHAY BILCHIK** is the founder and Director of the Center for Juvenile Justice Reform at Georgetown University's Public Policy Institute. The Center focuses on the nation's leaders, across systems of care and levels of government, on the key components of a strong juvenile justice reform agenda. This work is carried out through the dissemination of papers on key topics, the sponsorship of symposia, and certificate programs at Georgetown providing leaders with short, but intensive study, and ongoing support in their reform efforts. Before joining the Institute on March 1, 2007, Mr. Bilchik was the president and CEO of the Child Welfare League of America, a position he held from February of 2000. He led CWLA in its advocacy on behalf of children through his public speaking, testimony, and articles, as well as collaborative work with other organizations. Mr. Bilchik also headed up the Office of Juvenile Justice and Delinquency Prevention (OJJDP) in the U.S. Department of Justice, where he advocated for a balanced and multisystems approach to attacking juvenile crime and addressing child victimization. He was an assistant state attorney in Miami, Florida from 1977-93, where he served as a trial lawyer, juvenile division chief, and chief assistant state attorney. Mr. Bilchik earned his B.S. and J.D. degrees from the University of Florida.

**RICHARD BLAKE** is the Chief Judge of the Hoopa Valley Tribal Court, Redding Rancheria & Smith River Rancheria. He is a member of the Hoopa Valley Tribe, 1st Vice President of the National American Indian Court Judges Association, and an alum of the University of Southern California and the National Judicial College.

**JOSEPH BOCCHIARO III**, PhD, vice president of InfoComm (the leading industry group for audiovisual technologies), will present their expert task force and case study findings about the implementation of guidelines for court video technologies, including an overview of the current state of the art and likely emerging technologies for court video. The Guidelines for AV-IT Infrastructure Task Force has been commissioned to create an AIA-sanctioned publication that may be used by architects and engineers to plan and design audiovisual systems for courthouses (and other commercial and government spaces). A case study will be prepared specifically in the area of judicial video applications.

**MICHAEL BOCIAN**, founding partner at GBA Strategies, serves as pollster and strategist for gubernatorial, senate, congressional, state legislative, mayoral, and ballot-initiative campaigns. With 15 years of experience, he has worked for issue advocacy groups, membership associations, and political and corporate clients. Mr. Bocian has also directed the polling for several successful ballot-initiative campaigns, including the January 2010 passage of tax increases on the wealthy and corporations in Oregon to protect education and public safety. In 2008 he helped achieve a sweep of nine victories for the Defend Oregon Coalition and the passage of a renewable energy initiative in Missouri, and previously helped pass two amendments to the New Mexico Constitution to fund education and a government reform initiative in Macomb County, Michigan. Before joining GBA Strategies, Mr. Bocian was a principal at Greenberg Quinlan Rosner Research, a global opinion research and consulting firm where he led the firm's energy, environment, and conservation practice and conducted extensive education research among teachers, parents, and union leaders. He has appeared on MSNBC, CSPAN, Fox News, and NPR, and in numerous publications, including the *Washington Post*. Mr. Bocian, along with CBS Polling Director Kathy Frankovic, won an award for Excellence in Performance and Leadership of Online Research (EXPLOR) for their work in measuring immediate public response to the 2000 presidential debates.

**KEVIN J. BOWLING**, JD, MSJA is the trial court administrator and attorney referee for the 20th Judicial Circuit and Ottawa County Probate Courts in Ottawa County, Michigan. He is the current president of NACM and a Fellow of the Institute for Court Management. His work in the judicial system spans 34 years with time spent as a court manager, an attorney, a judicial educator, and a court consultant, including service as deputy chief of party for the Nigeria Justice Sector Assistance Project. Mr. Bowling also served in a variety of positions with the Michigan Supreme Court for 20 years, including state judicial educator and regional court administrator. Additional court experience includes internships with the Denver Juvenile Court and the North Dakota Supreme Court. Passionate about the courts and access to justice, Mr. Bowling is a member of the State Bar of Michigan, the Ottawa County Bar Association, the National Association of State Judicial Educators and the American Judicature Society. He has served on the Board of Directors of the National Association of State Judicial Educators; the Advisory Board of the Leadership Institute in Judicial Education, University of Memphis; the Advisory Board, National Judicial College—Courage to Live Program; and the Technology Law Advisory Board, Institute for Continuing Legal Education. Mr. Bowling is also a trained mediator and serves on the Board of Directors of Mediation Services in Holland, Michigan.

**G. GRANT BRANTLEY** was elected Judge of the Superior Court in 1980. He is a Mediator, Arbitrator, Special Master and the Judicial Host in Judicially Hosted Settlement Conferences. He was admitted to the Trial and Appellate Courts of Georgia and to the U. S. District Court, Northern District of Georgia; 11th Circuit Court of Appeals and the U. S. Supreme Court. He was selected for the nomination process for the U. S. District Court during the first Bush Administration which expired when President Bush was defeated by Bill Clinton. Judge Brantley was transferred to the state retired list as a Brigadier General upon his retirement from the Georgia Air National Guard; U. S. Air Force Judge Advocate. He is now or was a former member of the Cobb County Bar Association; State Bar of Georgia; American Bar Association; Georgia Trial Lawyers Association; American Trial Lawyers Association; Lawyers Club of Atlanta; Atlanta Bar Association; and the Society for Professionals in Dispute Resolution (SPIDR). Judge Brantley was the President of the Georgia Civil Justice Foundation, and authored "Mediation: A Process," Verdict Magazine, Summer 1998. He completed the General Jurisdiction Course, National Judicial College, and had an AV rating as a practicing attorney, Martindale Hubbell Law Directory. He served as a member of the board of directors of the Marietta Country Club and as member of the Administrative Board of the Marietta First United Methodist Church. He has served on the Board of Directors of CMAR Credit Union, and was Chairman, Board of Directors of the Georgia Guard Credit Union. Judge Brantley was the first recipient of the Crystal Gavel Award given for sensitivity in the handling of sexual abuse cases involving children. Mediation/Arbitration training includes Harvard Negotiation Project by Professor Roger Fisher; Alternate Dispute Resolution, National Judicial College; Pepperdine University: Advanced Mediation; 40 hours Commercial Mediation Course; 60 Domestic Mediation Court; estimated number of cases handled is 2,000. Judge Brantley received an Associate Degree from Emory at Oxford, and a B.B.A. (with concentration in Management) and J.D. from Emory University.

**RUSSELL BROWN III** is a Certified Court Manager and a Fellow with the National Center for State Courts (NCSC) Institute for Court Management (ICM). He is faculty for the Leadership course conducted by ICM and the Ohio Judicial College in the Court Management Program curriculum. Russell was a member of the Executive Session for State Court Leaders in the 21<sup>st</sup> Century, convening at Harvard University, John F. Kennedy School of Government, from 2008-2011. Russell joined the Cleveland Municipal Court as a Magistrate and Mediation Coordinator. He previously served the City of Cleveland as an Assistant City Prosecutor and Assistant Director of Law. Russell is a Past President of the Ohio Association for Court Administration, a member of the National Association for Court Management, the Ohio State, Cleveland Metropolitan, and Norman S. Minor Bar Associations. Russell is a U.S.A.F. veteran and obtained his undergraduate degree from the School of Business at Kent State University, and law degree from the Case Western Reserve University School of Law.

**ANTHONY CAPIZZI** is a common pleas juvenile court judge in Montgomery County, Ohio. Before being elected in 2004, he was an acting judge for Dayton Municipal Court and an attorney for over 25 years, specializing in juvenile and family law and general litigation. Judge Capizzi is president of the Ohio Association of Juvenile Court Judges and a member of the Ohio Judicial Conference Executive Committee and the Ohio Supreme Court Advisory Committee on Case Management. Judge Capizzi also serves on the Finance Committee and as trustee of the National Council of Juvenile and Family Court Judges Association and represents the National Council on the U.S. Department of Justice's Global Advisory Committee. He is chair of Global's Privacy and Information Quality Working Group, and is a member of Global's Executive Steering Committee. Judge Capizzi continues to teach at the Ohio Judicial College and lectures at state and national conferences focusing on judicial leadership, privacy rights in a modern society, the role and responsibilities of guardians ad litem, juvenile substance abuse, and mental health issues.

**ALAN CARLSON** has more than 34 years of experience working in state and local justice systems across the country and internationally. He currently serves as the chief executive officer of the Superior Court of California for the County of Orange, a large, urban, unified state trial court with 144 judges serving over three million residents. His responsibilities include those of court administrator, clerk of court, and jury commissioner. Previous positions include president of the Justice Management Institute (JMI); chief executive officer of the San Francisco Superior Court; director of court services, California Administrative Office of the Courts; Executive Officer and Jury Commissioner, Monterey County Superior Court, Salinas, California; assistant executive officer and jury commissioner, Alameda County Superior Court, Oakland, California; and staff attorney, Western Regional Office, National Center for State Courts, San Francisco. He holds a JD degree from Hastings College of Law and a BS degree from the University of California at Berkeley.

**VICKY CARLSON** is the Court Administrator in Carver County, Minnesota, First Judicial District. A position she has held since 2007. She is responsible for all operations of the court including criminal, jury, family, civil, juvenile, traffic, and probate. Prior to her service in Carver County, she served for 22 years in Dakota County District Court in various roles including Court Administrative Manager where she managed the collections and accounting divisions as well as special projects and technology implementations. Vicky is the chair of the Membership Services Committee for the Minnesota Association for Court Management (MACM). She also serves on both the Education and Legislative Committees and has been a member of MACM since 2002. Vicky attended Metro State University and holds a Bachelor's Degree in Public Administration. She is a Fellow of the National Center for State Courts, Institute for Court Management (2011). Vicky was elected to the National Association for Court Management (NACM) Board in 2011 as the General Jurisdiction Director. She is vice chair of the Membership committee and a member of the Conference Development committee.

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

**JANET G. CORNELL** has been the court administrator of the Scottsdale City Court in Arizona since July 2002. She has over 30 years experience in state and federal courts ranging across various areas, including probate/mental health, domestic relations (family court), regional court operations, court interpretation, and training. Ms. Cornell is a past president of NACM, the Arizona Limited Jurisdiction Court Administrators Association, and the Arizona Courts Association. She currently serves as a court faculty/educator, consultant, and facilitator for the National Center for State Courts, the Arizona Judicial Branch, NACM, and the Federal Judicial Branch. She has received the ICM Fellows Star Award, NCSC's Distinguished Service Award, the Arizona Courts Association's Award of Excellence, the Scottsdale City Manager's Award of Excellence, and the Arizona Supreme Court Achievement Award. She has a BA in liberal arts and a Master's of Public Administration from Arizona State University. She is a Fellow of the Institute for Court Management (ICM) and has certificates from the Leadership Institute in Judicial Education, University of Memphis, and the Leader Coach Institute in Scottsdale.

**STEPHEN COULSTON**, AIA, president and managing principal of Broaddus Planning, has focused his entire professional career of more than 20 years on planning projects for institutional, government, and higher education clients. On projects ranging from long-range strategic master plans to complex individual building programs, his background and experience interfacing directly with clients, facility users, and community stakeholders is an asset in maintaining effective lines of communications throughout each project. His planning mantra is *process matters*. Mr. Coulston established the planning division of Broaddus & Associates (now Broaddus Planning) in 2003 following a career with firms in Baltimore/Washington, D.C., Dallas/Ft. Worth, and Austin, Texas. He is a member of the American Institute of Architects, Texas Society of Architects, and American Planning Association, among other professional and industry organizations. Mr. Coulston has contributed to numerous articles and publications and has been a guest speaker and panelist at conferences and symposia throughout the country on subjects ranging from reinventing "campus" identity to urban revitalization to planning for project implementation. A registered architect, he holds a Bachelor of Architecture from Texas Tech University.

**STEPHEN M. R. COVEY** leads the Global Speed of Trust Practice. He is the *New York Times* and #1 *Wall Street Journal* bestselling author of *The Speed of Trust*, a groundbreaking book that challenges our assumption that trust is merely a soft, social virtue and demonstrates that trust is a hard-edged, economic driver—a learnable and measurable skill that makes organizations more profitable, people more promotable, and relationships more energizing. Mr. Covey passionately delivers that message and is dedicated to enabling individuals and organizations to reap the dividends of high trust. He is the former CEO of Covey Leadership Center, which became the largest leadership development company in the world. He personally led the strategy that propelled his father's book, Dr. Stephen R. Covey's *The 7 Habits of Highly Effective People*, to one of the two most influential business books of the 20th century, according to *CEO Magazine*. A Harvard MBA, he joined Covey Leadership Center as a Client Developer and later became National Sales Manager and then president and CEO. Under his direction, the company grew rapidly and profitably, achieving Inc. 500 status and nearly doubling its revenues to over \$110 million. During that period, both customer and employee trust reached new highs and the company expanded throughout the world into over 40 countries.

**ROBERT M. COYNE** is the CEO and principal of RMC Enterprise Solutions, a professional services firm that promotes organizational and business development, effective planning, leadership development, and effective management practices as the foundations for organizational improvement. His management practice spans more than 25 years, and he has held executive-level positions in the commercial, government, and nonprofit sectors. Through a combination of education and years of “hands-on” experience, he promotes organizational transformation through thought leadership, effective teamwork, teambuilding, and the integration of strategic planning with tactical operations to strengthen organizational commitment and performance. Mr. Coyne is a frequent public speaker on a variety of management topics, with an emphasis on leadership and effective management practices. In addition to his consulting practice, he has been an adjunct professor of business at Mount. St. Mary’s University, teaching graduate- and undergraduate-level courses in business, organizational theory, strategic execution, leadership, and management. He holds a Bachelor of Arts degree from Wheeling Jesuit University and a Master of Science degree in business from the Johns Hopkins University.

**PAUL F. DELOSH** has held the Director of the Department of Judicial Services position for the Office of the Executive Secretary of the Supreme Court of Virginia since 2004. He first came to Court in 1991 where he served in the Department of Information Technology as well as the Department of Technical Assistance. The Department of Judicial Services (DJS) serves as the liaison between the Judiciary’s administrative offices and the courts throughout Virginia, providing administrative services through publications, trainings, field visits, and the research and support of various programs. The Department serves 320 courts, 300 certified mediators, 100 certified interpreters and over 400 magistrates within the Commonwealth of Virginia through its seven divisions: Circuit Court Services, General District Court Services, Juvenile and Domestic Relations District Court Services, Dispute Resolution Services, Drug Treatment Court Services, Foreign Language Services and Magistrate Services. Paul attended Boston College and Virginia Commonwealth University. He holds a Bachelor’s Degree in Business Administration and a Masters of Science in Leadership. He currently serves on the Board of Directors for the National Association for Court Managers (NACM) as one of their At Large Directors as well as member of the Planning, Membership and Conference Development committees. He also serves on the Advisory Board for the Mid-Atlantic Association for Court Management (MAACM) and holds the position of Co-chair of their Communications Committee.

**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.

**CHUCK DIARD** is the clerk of court, U.S. District Court, Southern District of Alabama and president, Federal Court Clerks Association (FCCA). He was appointed clerk of court for the Southern District of Alabama in July 2000. Previously, he worked at the U.S. Probation Office and served as the court's chief technology officer for the district. He has mentored many other courts, and serves on numerous committees. He is co-chair of the Information Technology Advisory Council of the Administrative Office of the U.S. Courts and is involved with the Judges' IT Training Advisory Committee; Project Steering Group for Next Generation CM/ECF and Clerk's Office FRG; Internal Controls Evaluation (ICE) Working Group; Electronic CJA Vouchering Working Group; and the Mobile Bar Association's Continuing Legal Education Subcommittee for Law and Technology. He has also been a member of the Project Steering Group for the federal courts' Next Generation of Bankruptcy CM/ECF; the Information Technology Service Delivery Alternatives Working Group; and the Eleventh Circuit Judicial Council Automation Committee.

**PATRICIA DUGGAN** was the circuit court administrator for South Dakota's 3rd Judicial Circuit Court for eight years until she became the South Dakota state court administrator in August 2008. Before joining the Unified Judicial System in South Dakota, she served as a trial court administrator in Minnesota; a management analyst with the New Mexico State Court Administrator's Office; and a fair hearings officer for the New Mexico Department of Human Services. She was also a certified paralegal. Ms. Duggan enjoys public speaking; her audiences have included judges and clerks in North and South Dakota, Minnesota, Missouri, Washington, Wyoming, and New Mexico, as well as the American Board of Trial Advocates, NACM, and Toastmasters International. She holds a bachelor's degree in organizational leadership and a master's degree in management, and is a Fellow of the Institute for Court Management's Court Executive Development Program. She is also a Distinguished Toastmaster.

**JAY FARBSTEIN**, PhD, FAIA, will moderate the discussion and present information about the AIA/AJA's research initiative on video proceedings, especially arraignments. This work is being done in association with InfoComm and will focus in part on participant expectations and responses to video proceedings.

**KALA FINN** is an attorney with 14 years of international experience in building institutional capacity in the areas of court administration and court management, with particular expertise in judicial reform and rule of law. She is also a certified Master Program Manager (MPM). In her present position of the Director of International Visitors Programs with the National Center for State Courts (NCSC), Ms. Finn works with judicial officials from around the world that come from variety professional backgrounds spanning the justice sector. She has designed and implemented hundreds of justice sector observation programs, study tours, and training seminars focusing on court administration and management with an emphasis on court technologies and automation, caseload management, records management, strategic planning, leadership, court budgeting and finance, access to justice, and facilities planning and court security for thousands of international participants. Additional areas of practical, hands-on experience are in judicial training and professional development for judges and court staff, continuing legal education for judges and lawyers, public information and outreach, legal aid, family and problem solving courts, ethics and accountability, and mediation and arbitration. Ms. Finn is also a Senior Program Manager with NCSC and has experience with proposal development and field implementation. She has on-the-ground rule of law experience in the Middle East, Eastern Europe and Russia, Asia, Africa, and Latin America. She has served in the position of Chief of Party in Mongolia and Iraq on multi-million dollar rule of law projects funded by the United States Agency for International Development (USAID) and the U.S. Department of State, Bureau of International Narcotics and Law Enforcement Affairs (INL).

**ROBERT FISCH** is a principal at the New York City-based Ricci Greene Associates, Architects and Planners, where he leads the planning, programming, and feasibility study work for many of the firm's major courthouse and justice-related projects. Over the past 20 years, Mr. Fisch has served as a consultant to judges, mayors, legislators and other officials on court projects throughout the country. He is widely recognized for his analytical and cognitive ability to develop a sound foundation for decision making and to build consensus among key stakeholders in the public-sector approval process. Mr. Fisch's experience includes the development of facility master plans and feasibility studies for major jurisdictions, such as the lower Manhattan courts district, the circuit courts in downtown Baltimore, and the Philadelphia Family Courts, to name just a few. He also consults on court planning and design for signature design firms such as SOM, Pei Cobb Freed, Michael Graves Associates, Kohn Pedersen Fox, and Antoine Predock, among others. He is currently leading the planning and programming for large courts projects in San Diego, California; Travis County, Texas; and Bergen County, New Jersey. He has lectured at many national planning and design conferences and has been cited in various news media on the topic of courthouse planning. Mr. Fisch is a certified planner and has a BA in environmental design from the State University of New York at Buffalo.

**JOHN M. GREACEN**, of Greacen Associates (court management consultant), will report on the "Summit on the Use of Technology to Enhance Access to Justice" funded by the Legal Services Corporation. The summit will address the use of technologies by courts and all interested parties to move toward the goal of providing all persons who have a legal problem with help in addressing it. It will focus on developing strategies for making maximum use of available technology applications, identifying potential new uses of existing technologies to overcome barriers to access to justice, and identifying functions for which new technologies need to be developed. It will also address cultural and professional resistance to change.

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

**PETER C. KIEFER** has been involved in writing and presenting on the subject of court ethics for over 17 years and is the civil and tax court administrator for the Maricopa Superior Court in Phoenix, Arizona, where he was the criminal court administrator for five years. He currently coedits "A Question of Ethics" for NACM's journal *The Court Manager*. Mr. Keifer has presented seminars on ethics in Virginia, Minnesota, Washington State, Pennsylvania, Florida, Oregon, and California on topics such as the use of the Internet, gifts, customer service, and treatment of men and women co-professionals. He just co-hosted a national Webinar on court ethics and helped produce a series of short ethics-oriented videos that can be used as discussion tools in ethics classes. He received his Master of Public Administration degree from the University of Southern California and his bachelor's degree from Santa Clara University.

**MICHAEL LE BOEUF** is the Dewberry Practice Segment Leader for Courts Architecture and has practiced for more than 30 years, with the majority of his career focused on the design of large urban government buildings in the United States—projects that represent substantial investments by our society to create buildings that define the urban core of our cities. Some of his signature projects include the New Castle County (Delaware) Courthouse, Pueblo County (Colorado) Courthouse, U.S. Courthouse in Jacksonville (Florida), and the Orange County (Florida) Courthouse Complex in his home city of Orlando, as well as design excellence projects for the U.S. General Services Administration and the California Administrative Office of the Courts. His work has contributed to the evolution of the modern courthouse through design that has enhanced building efficiency and transformed courtroom design and court operations through design excellence. He has served as the lead designer on 35 courthouses and compiled over 550 courtrooms and 8,000,000 square feet of courthouse facilities around the United States.

**R. DALE LEFEVER**'s involvement in consulting and conducting training for personnel in the justice system began in 1973 with programs for the Institute of Court Management in Denver. Since then, he has conducted over 1,400 leadership and management development programs for judges, court administrators, prosecuting and defense attorneys, clerks, probation officers, and other participants in the justice system. In addition to the National Center for State Courts, sponsors for these programs have included NACM, the National District Attorneys Association, the Federal Judicial Center, the National Judicial College, the U.S. Department of Justice, the American Bar Association, the National Center for Juvenile Justice, the Michigan Judicial Institute, and federal and state courts at the trial and appellate levels in both the United States and Canada. His special areas of expertise are in leadership development, strategic planning, court governance, team development, and the management of organizational change. Dr. Lefever retired from the University of Michigan in June 2006 and was honored with an emeritus faculty appointment. He completed his doctorate in Higher education administration and labor and industrial relations at Michigan State University in 1972.

**KAREN LEVEY** has been with the Ninth Judicial Circuit Court for over 22 years. She is responsible for directing and overseeing all due-process services and departments for the court, including jury services, court reporting (digital and official), and court interpreting. Ms. Levey is responsible for the circuit's comprehensive public information, media relations, and civic outreach efforts. She serves as official court spokesperson, is responsible for the Court's communication initiatives, and is the point of contact for the media and others who seek information about the court. Ms. Levey has coordinated all aspects of many high-profile trials, including the recent case of the *State vs. Casey Anthony*. She is responsible for the court's web presence and publications and for professional support for legislative issues and public record requests. She serves as liaison for court security issues, including disaster preparedness. Before coming to work for the Ninth Judicial Circuit, Ms. Levey worked for a federal congressman, as a regional planner, and as an agent for the Federal Bureau of Investigation. Ms. Levey has a Bachelor of Science in journalism, a Master of Arts in political science, and a certificate in public administration from the University of Florida. Before coming to work for the Ninth Judicial Circuit, Ms. Levey worked for a federal congressman, as a regional planner, and as an agent for the Federal Bureau of Investigation.

**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.

**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.

**THOMAS MCCAFFREY** is the director of the Adult Probation and Parole Department in the Fifth Judicial District, which encompasses the greater Pittsburgh, Pennsylvania metropolitan area. Mr. McCaffrey was named as director of the Adult Probation Department in March 2009. Before this appointment, he was the director of the Pretrial Services Department, which enjoys national recognition for best practices in administering pretrial justice in an evidence-based environment. Mr. McCaffrey, a court employee for 31 years, also held the positions of probation officer, supervisor, manager, and director. He is the DUI coordinator for the Fifth Judicial District, was responsible for the development of Pennsylvania's first and only court-operated ignition interlock program, and was also instrumental in the development of the DUI Treatment Court Program. Mr. McCaffrey is an active member of the national Pretrial Executives Network board sponsored by the U.S. Department of Justice National Institute of Corrections and consults as a peer reviewer for the U.S. Office of Justice Programs. He graduated from the University of Pittsburgh's School of Social Work in 1980.

**NORMAN H. MEYER, JR.**, has been the clerk of the court of the U.S. Bankruptcy Court for the District of New Mexico since 2001. Previously, he was clerk of the court of the U.S. District Court for the Eastern District of Virginia for five years, and until 1996 he was the chief deputy clerk of the U.S. District Court in Arizona for seven years. Before his federal court experience, he was a trial court administrator in the state courts of Oregon and Wisconsin for ten years. He has served on numerous national federal court projects and committees in such areas as education and information technology. He is a past president of NACM and has served on the board of directors of the National Center for State Courts. Mr. Meyer is currently a North American board member of the International Association for Court Administration. He has experience working with many foreign judiciaries, especially in the Russian Federation, Serbia, Ukraine, Moldova, and Albania. He received his master's degree in judicial administration (M.S.J.A.) from the University of Denver College of Law in 1979, and his undergraduate degree in political science and Russian studies from the University of New Mexico in 1977.

**WILLIAM (BILL) MIGUENES** is the systems manager for United States Bankruptcy Court in the Middle District of Florida. He has worked for the court for 21 years in various positions of increasing responsibility, starting as a programmer. Mr. Miguenes is experienced in programming languages, Microsoft ASP, Visual Basic, Visual Foxpro, Informix SQL SA, Assembler, and Javascript, and he recently attended Java training. He has been working in the microcomputer field for 32 years. He received his Associates Degree in Electronics Technology from Hillsborough Community College and attended the University of South Florida College of Electrical Engineering.

**ALANNA MORAVETZ** has worked in human and organizational development for over 25 years as an educator, trainer, consultant, and coach. She designs and delivers experiential management and leadership development programs based upon cutting-edge work. She assists individuals and work teams in the courts to manage change and maximize effectiveness. Ms. Moravetz has created workshops and training opportunities for employees in the courts that build leadership and the ability to manage change. She is a licensed attorney, whose experience includes serving as the director of education and organizational development for the Minnesota Supreme Court and director of career and professional development at the University of St. Thomas School of Law. In addition, she is a certified coach from the Hudson Institute of Santa Barbara. Ms. Moravetz owns her own consulting firm and is also affiliated with the Center for Character-based Leadership in Minneapolis, where she works with firms across the U.S.

**DEB MORSE** has been the human resources manager with the Fourth Judicial District Court in Minneapolis since 2008 and has worked in the judicial branch since 1998. She has held various positions in district court administration and human resources. She is certified to facilitate InsideOut Coaching, *7 Habits of Highly Effective People*, *Leading at the Speed of Trust*, and MBTI, and is a certified Center for Creative Leadership Benchmark facilitator. She has also led classes in mentoring, performance management, and customer service. Ms. Morse holds a Bachelor of Arts degree in psychology from the University of Minnesota.

**WALTER NATEMEYER**, founder and CEO of North American Training and Development, Inc., is an internationally recognized management author, consultant, and educator. He was a management professor at Ohio University and the University of Houston, and he currently teaches in the University of Chicago Executive MBA Program. Dr. Natemeyer is a leading authority on "Situational Leadership and Power." He has designed and conducted management development programs for more than 100 major organizations in the United States and abroad. Dr. Natemeyer received his BBA and MBA degrees from Ohio University and his Ph.D. in organizational behavior from the University of Houston.

**W. MILTON NUZUM III** is acting director of judicial and court services and director of the Judicial College at the Supreme Court of Ohio. In addition to practicing as a pharmaceutical process engineer, pharmacist, and attorney, he served as a judge in Ohio for 13 years before accepting his current position at the Supreme Court of Ohio. He is a member of the American Judges Association and has served on its Board of Governors and as editor of its newsletter, *AJA Benchmark*. He is also a member of NACM and the National Association of State Judicial Educators, where he serves as a member of the International Committee and chair of its Futures Committee. He recently presented papers at the International Organization for Judicial Training in Sydney, Australia and Bordeaux, France. He is a graduate of the Ohio State University College of Pharmacy where he received its Distinguished Alumni Award. He is also a graduate of the Indiana University School of Law.

**KIMBERLY PAPILLON** is an attorney and a senior education specialist at the California Judicial Council's Administrative Office of the Courts in the Education Division. She serves as the statewide project manager for fairness education for judicial officers and court personnel in California. She has delivered over 90 lectures to the judges, appellate justices, and court personnel in the California, as well as to the California State Bar and nationally. She has been appointed to the National Center for State Courts' National Training Team on Implicit Bias, a "think tank" for national judicial education. She has produced documentaries on neuroscience and judicial decision making, which have received national recognition. She has presented courses on the neuroscience and empirical psychology of decision making at national and statewide conferences, including the Statewide Appellate Justices Conference and the National Association of State Judicial Educators. She is regular faculty at the National Judicial College. As AOC faculty, she has created and taught courses to judges throughout California on the implications of neuroscience, psychology, and implicit association in the analysis of judicial fairness. Ms. Papillon served as vice-chair of the California State Bar's Committee on Ethnic and Minority Relations, and in that capacity served as a liaison from the State Bar to the Judicial Council's Access and Fairness Advisory Committee. She has a BA degree from U.C. Berkeley and a JD degree from Columbia University School of Law.

**RICKY POLSTON**, chief justice of Florida, was appointed to the Florida Supreme Court by Gov. Charlie Crist and took office in October 2008. Gov. Jeb Bush appointed him to the First District Court of Appeal in January 2001 and he served on that court until his appointment to the Florida Supreme Court. He has been an adjunct law professor at Florida State University since 2003, teaching various courses, including Florida Constitutional Law, Alternative Dispute Resolution, and Insurance Law. Justice Polston was engaged in the private practice of law in Tallahassee from 1987-2000, and worked in Tampa as a certified public accountant from 1977-84 with an international accounting firm. B.S., Florida State University, 1977. J.D., Florida State University, 1986. Certified Public Accountant, 1977-present.

**JANICE RADOVICK-DEAN** is the director of the Pretrial Services Department in the Fifth Judicial District of Pennsylvania, County of Allegheny, in Pittsburgh. She began her career with the Fifth Judicial District in 1989 as a probation officer and subsequently worked in the DUI Unit, the Electronic Monitoring Unit, and the Drug Court Program. In 2001 Ms. Radovick-Dean helped create the ignition interlock program, one of the sole county-operated programs in Pennsylvania. In 2005 she was promoted to supervisor of the Electronic Monitoring Program, and in 2007 was transferred to the newly created Pretrial Services Department, where she implemented innovative policies and procedures and made constructive changes within the department. Ms. Radovick-Dean serves as vice-president of the Pennsylvania Pretrial Services State Association and as the affiliate director for the National Association of Pretrial Services. She is a 1988 graduate of the University of Pittsburgh with a degree in criminal justice.

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

**DESIREE REYES**'s career with the U.S. District Court began over 22 years ago in the Southern District of Florida. She has worked in various positions within the organization, including data-quality analyst, automation trainer, and CM/ECF administrator. She joined the U.S. District Court for the Middle District of Florida in 2006 and currently serves as the IT customer services manager. Ms. Reyes supervises staff associated with end-user IT support, works in conjunction with the court's Automation Committee, and provides and coordinates training for the judges, chambers staff, and the clerk's office staff. She has extensive knowledge of court operations and automation and is currently spearheading a district-wide template development project to facilitate the transition to Microsoft Word.

**BOB ROPER** is director of consulting services at URLIntegration. He recently retired from being the CIO for the Colorado Judicial Department for almost 20 years. During his tenure, Colorado successfully deployed two major statewide court case management systems, a statewide e-filing system, a statewide public access system, a statewide integrated criminal justice system of data exchanges and queries, a pilot e-citations project, and a statewide set of data exchanges in the child support arena, among many other statewide projects. All of these projects had separate governance models—each of which had its strengths and challenges—and each of which was brought to closure successfully.

**EMMA ROWDEN**, PhD (of the Justice Research Group, University of Western Sydney), and Anne Wallace, PhD (of the University of Canberra), will speak to issues around designing courts for effective remote participation using videoconferencing technology. Australia has been a world leader in the use of videoconferencing technology to enable remote participation in courtroom proceedings—by defendants, witnesses, lawyers, judges, and others. They will present the findings of a major three-year study, funded by the Australian Research Council, which examined the effectiveness of existing remote participation technology in courts. Findings suggest that the most effective use of remote participation technology is achieved when technology improvements are coupled with appropriate supporting physical environments and good process design, including court protocols, together with information, support, and orientation for the remote participant.

**JORGE EDWARD SANZ** is the systems manager for the United States District Court, Middle District of Florida. Mr. Sanz worked with Dunn and Associates, a government contractor, before joining the U.S. Courts in 1989, then worked with U.S. Probation Office in Washington, D.C. from 1989-91, transferring to the U.S. Probation Office MD/FL in 1991. He has worked in the MD/FL District Court from 2000 to present. Over his career with the courts, Mr. Sanz has worked in all phases of the computer industry from software development to systems networking to enterprise I.T. management. During his tenure, he has played an important role in the evolution of IT systems from single, standalone systems, to elaborately networked ones connecting the entire judiciary. Most recently, his work has been focused on network and work station virtualization and digital courtroom technology. He performed temporary assignments at probation and district offices in Kentucky, Alaska, New Hampshire, and the Virgin Islands. He has more recently traveled to Russia with a judicial contingent to aid in a technology assessment. He has served on national committees for the development of IT systems for the probation and district courts. He received his B.A. from the University of Florida.

**JULIO SEMINO** has worked with the state of Florida for over seven years, first as a certified court interpreter and then in the capacity of court support manager. He is responsible for assisting with the circuit's public information requests and directs and manages various community outreach programs. Mr. Semino was tasked with coordinating the sequestered jury's stay during the *State vs. Casey Anthony* case, including planning the jurors' daily itinerary and handling their banking, medical, and other personal needs. Additionally, he oversaw public interest in the Casey trial while working in conjunction with law enforcement, the clerk's office, and other state agencies to address emerging problems. He has served as a court liaison to legislative offices, as well. Mr. Semino has a Bachelor of Science in computer information systems from Orlando College. Before graduating, he operated his own business in the legal services

**DAVE SIRAK** currently works for WFTV (ABC) as the director of news technology in Orlando, Florida. Mr. Sirak served as the chairman of the committee that coordinated media-related logistics for the *State of Florida vs. Casey Anthony* trial in 2011, for which he was awarded a regional technical achievement Emmy. He is currently serving in a similar capacity representing the media for events related to the *State of Florida vs. George Zimmerman* case. In addition to working as a photographer and an editor, he has directed the technical resources for the coverage of major disasters, news, and sporting events, including Space Shuttle launches, hurricanes, and Super Bowls. Mr. Sirak has over 25 years of experience working in television news and is a proud graduate of the University of Montana School of Journalism.

**KARL THOENNES** began his career in the courts in Alaska in 1988, serving in Palmer and Anchorage. In 1998 he was appointed county court administrator in Minnesota's 7th Judicial District and has served as administrator for South Dakota's 2nd Judicial Circuit, Sioux Falls, since 2004. Together with Peter Kiefer, he was a regular columnist on ethics in NACM's *Court Manager* and has served as speaker or panelist on ethics and other topics at state, regional, national, and international programs, including university and law-school classes and professional associations. His international work includes a presentation at the World Ethics Forum in Oxford, England, sponsored by the World Bank and the International Institute for Public Ethics. He is the primary editor for an international court ethics website, [www.courtethics.org](http://www.courtethics.org), and a member of NACM's Ethics Committee, whose work includes drafting the most recent *Model Code of Conduct for Court Professionals* (2007). Mr. Thoennes holds a Fellowship with the Institute for Court Management and a master's degree in public administration from the University of Alaska. He has completed two graduate seminars in public policy and government in Sapporo, Japan, as both a student and a guest speaker.

**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.

**JENNIFER WILLARD**, CTS, is a supervising AV/video systems technical analyst for the Judicial Council of California-Administrative Office of the Courts (AOC). She is the primary AV staff person reviewing the work of architects and consultants on new courthouse design and construction projects throughout the state of California. Recognized as InfoComm International's 2010 Young AV Professional, she's established herself by contributing to AV design standards and educating on AV technology. She advocates for the courts through her involvement in the AV industry, the American Institute of Architects Academy of Architecture for Justice, and National Center for State Courts. She provides information on audiovisual trial court design standards, trends, and emerging technologies. Before joining the AOC, Ms. Willard was with Avidex, LLC and supported IP-based control systems, digital-signage applications, and all other AV systems for the newly renovated 40,000 square foot Cisco Executive Briefing Center.