Educational Program

Saturday, July 8

9:00 am to 3:00 pm
NACM Leadership Seminar for State Association Presidents (by invitation)
Location: Caribbean Salon V
Coordinator: Collins E. Ijoma, Immediate Past President

1:00 to 5:00 pm
NACM Board of Directors Meeting
Location: Jacksonville/Tallahassee

Sunday, July 9

9:00 am to noon
NACM Board of Directors Meeting (continued if needed)
Location: Jacksonville/Tallahassee

10:00 am to 6:00 pm
Conference Registration
Location: Caribbean Registration Desk

10:00 am to noon
Forum on the Advancement of Court Technology (FACT) Steering Committee
Location: Caribbean Salons VI-VIII

Noon to 1:30 pm
Joint Briefing by Technology Stakeholder Groups (Combined FACT and JTC Attendance)
Location: Caribbean Salons VI-VIII

1:00 to 4:00 pm
NACM Nominating Committee Interviews
Location: Tampa Boardroom

1:30 to 5:00 pm
COSCA/NACM Joint Technology Committee (JTC)
Location: Caribbean Salons VI-VIII

4:30 to 5:00 pm
Michigan State University Certification Program, 2006 Annual Track on Leadership, and General Overview
Location: Jacksonville/Tallahassee
Presenter: Maureen E. Conner, Executive Director, JERITT Project, Michigan State University, East Lansing, MI

4:30 to 5:15 pm
First-time Attendees Reception
Location: Grand Salons A-D

5:15 to 6:00 pm
Welcome and Dinner with entertainment by the Sunphonix Steel Orchestra (cash bar)
Location: Grand Salons E-K
Presenters: Chelle Uecker, NACM President, Orange County Superior Court, Santa Ana, CA; Fred Lewis, Chief Justice of the Supreme Court of Florida, Tallahassee, FL; Nicki E. Grossman, President, Greater Fort Lauderdale Convention and Visitors Bureau
Monday, July 10

8:30 to 9:00 am  
Welcome and Award of Merit Presentation  
Location: Caribbean Ballroom  
Presenters: **Chief Judge Dale Ross**, Broward County, 17th Judicial Circuit, Ft. Lauderdale FL; **Chelle Uecker**, NACM President, Orange County Superior Court, Santa Ana, CA

9:00 to 10:00 am  
Keynote: Leading and Pacing Others and Having Fun Doing It  
Location: Caribbean Ballroom  
Life is a journey…enjoy the ride! This exciting program offered by **Brian Blasko** invites you to discover and maximize your own personal potential. Our lives and careers are like vehicles, and we are the engines that keep them running smoothly. Come learn how to gain some “fuel” for your internal gas tank. While traveling on this journey **Brian** will share a few strategies for successful leadership, teamwork and personal development. The strategies have all been test-driven and proven road-worthy. Do not let life’s little road blocks keep you stuck on the side of the road. Come have some fun and learn how to push your pedal to the metal!  
Presenter: **Brian Blasko**, Youngstown, OH  
Host: **Chelle Uecker**, Santa Ana, CA  
Reporter: **Jennifer Wells**, Panama City, FL

10:00 to 10:15 am  
Coffee and Beverage Service

10:15 to 11:45 am  
Six Concurrent Workshops: Round I – Leading the Community, the Justice System and the Court  

- **Court Security: A Fundamental Component of Court Administration**  
(Repeats at 10:00 am on Tuesday)  
Location: Caribbean Salon IV  
**Part 1** – Part 1 of a three-part program  
Each Court Security session builds on the information from the prior session. The overall objectives for the combined sessions are to have participants be able to organize and manage court security improvement efforts at their court. Using case studies developed from the terrible events of March 11, 2005, **Judy Cramer** will describe how events unraveled at the Fulton County Courthouse on that date. Participants will be asked why they think events happened as they did and then led by facilitated discussions on to what they think needs to done.  
Host: **Martha Merrell**, Tampa, FL  
Reporter: **Celina Rios**, Miami, FL

- **Intermediate Organizations: Purpose and Successful Case Studies**  
(Repeats at 1:30 pm)  
Location: Clearwater/Orlando  
**A new community-based phenomenon is spreading across America - the emergence of independent, non-partisan, non-profit organizations focused on court improvement and reform. For the most part, these groups are not political action committees (PACs) or special interest groups directed toward single issues, but associations of civic leaders, lawyers, and concerned citizens interested in preserving and enhancing their state and local justice systems. These organizations come in all shapes and sizes, and are predominantly state and locally based. The most successful are**


• **Cultural Competency for Court Leaders and Court Staff** (repeats at 3:15 pm)

  Location: Key West/Palm Beach

  This course considers the specific interests and concerns of the courts. Understanding how attitudes about differences influence behavior is fundamental to improving interactions across many cultural lines like: race, gender, age, disability, sexual orientation, educational level, economic status, etc. This skill-based educational program asks participants to consider their values and beliefs about “differences.” The course also examines the court’s treatment of differences. Participants will engage in exercises involving interpersonal and communication skills to increase confidence and comfort levels in handling cross-cultural interactions.

  Presenter: **Diane Burbie**, Managing Principal, The ASPIRE Group, Pasadena, CA

  Host: **Matthew Benefiel**, Orlando, FL

  Reporter: **Marsha Unthank**, Minneapolis, MN

• **Court Interpretation: Scope of Problem and Basics** (repeats at 1:30 pm)

  Location: Caribbean Salons I-III

  **Part 1**—Part 1 of a three-part program, this session will discuss with court managers the language issues facing the courts, large and small, today and in the future. What is an interpreter? Why is this our problem? This three part program will help you 1) better understand the issues you face, 2) identify the resources you need, and 3) suggest a leadership role for the courts. All sessions are interactive, with practical suggestions that the court manager can take back to the office. Paying lip service or paying interpreters? Why are interpreters and translators such valuable resources? A qualified interpreter can make the speaker proceed more smoothly, more quickly, and leave you without those lingering doubts about access to justice. Qualified interpreters can save you money, time, and bad press.

  1. Interpreting and translating – what’s the difference and what are the key issues for courts
  2. What are published resources for educating judges and court staff
  3. Executive Order 13166 & Title VI – DOJ
  4. So you want to translate standard forms? What you need to know.

  Presenters: **Wanda Romberger**, Manager, Court Interpreting Services, Research Division, National Center for State Courts, Williamsburg, VA; **Lisa Bell**, Court Operations Consultant, Office of the State Courts Administrator, Tallahassee, FL

  Host: **Gay Inskeep**, St. Petersburg, FL

  Reporter: **Stephen Shaw**, Fort Pierce, FL

• **Advanced Media Case Study** (repeats at 2:45 pm on Thursday)

  Location: Caribbean Salons VI-VIII

  With 24-hour news coverage, and the extensive interest of the public in the court system, our courts deal daily with the media and the concurrent problems and challenges that go along with the media’s presence. This session will feature two (2) experienced trial judges with wide-ranging experience with the media. The goal of this program is to help court professionals deal more effectively with the media and to enhance the confidence in our judicial system.

  Presenter: **Judge Adele Grubbs** and **Judge James Bodiford**, Cobb County Superior Court, Marietta, GA

  Host: **K. Angela Smith**, Cobb County Superior Court, Marietta, GA

  Reporter: **Cathy Memecik**, Scottsdale, AZ

11:45 am to 1:15 pm

**NACM Business Meeting and Awards Luncheon**

Location: Grand Salons A-E

1:30 to 3:00 pm

Six Concurrent Workshops: Round II – Leading the Community, the Justice System and the Court

• **Communication and Motivation** (repeats at 3:15 pm)

  Location: Caribbean Salons VI-VIII

  Effective communication is the “key” to success. In this fun-filled workshop, Brian Blasko will deliver valuable information regarding the four general personalities we communicate with daily. Don’t miss this high-energy session that will take you on an unforgettable journey into the mind of the 4x4, Volvo, Sarts Car and Minivan. When starting your car, the correct key is essential…People are the same way! We need to start using the right keys to ignite the right personality engine. This
adventure will examine the characteristics and attributes of each vehicle. The “car key factor” will demonstrate how to interact effectively with each personality.

Presenter: Brian Blasko, Youngstown, OH
Host: Sarah Brown-Clark, Youngstown, OH
Reporter: Thomas Dibble, Newark, NJ

- Court Security: Why and How to Collaborate with Others (repeats at 1:00 pm on Tuesday)
  Location: Caribbean Salon IV
  Part 2 – Part 2 of a three-part program
  Using small group discussions and presentations, John Voelker will facilitate a scenario in which the participants are divided into groups representing the courts, law enforcement, county commissioners, and the public. The scenario will be a budget presentation regarding court security.
  Presenters: Steve Steadman, Senior Consultant, Policy Studies, Inc., Denver, CO; John Voelker, Director of State Courts Office, Madison, WI; Timm Fautsko, Principal Court Management Consultant, National Center for State Courts, Denver, CO; Judy Cramer, Court Administrator, Fulton County Courts, GA, Greg Cowan, Court Operations Consultant, Office of the State Courts Administrators, Tallahassee, FL
  Host: Beth Blankenship, Shalimar, FL
  Reporter: Lawrence G. Meyers, Joplin, MO

- Intermediate Court Organizations: Purpose and Successful Case Studies (repeat of 10:15 am)
  Location: Clearwater/Orlando
  Presenters: Gordon Griller, June Kress, Bert Brandenburg, Tim Delaney, Todd Nuccio
  Host: Robert Snyder, Clearwater, FL

- NCSC Elders and the Courts Initiative (repeats at 3:15 pm)
  Location: Jacksonville/Tallahassee
  Whether it’s called the “silvering of society,” the “graying of America,” or “baby boomers aging up,” the numbers are unprecedented! Do courts recognize the impact this demographic change will have on their daily processes, case management and dockets? Are they prepared? Recently, courts across the country have received media attention highlighting court struggles to address these very issues. In 2005, the National Center for State Courts (NCSC) created the multidisciplinary Elder Abuse and the Courts Working Group (EACWG) to increase judicial and court awareness, build court capacity and develop tools courts can use to improve the identification of and response to the growing problem of elder abuse, neglect and exploitation. The Working Group met in April 2006; these national experts developed five core recommendations for courts. At the TOP was the need for strengthened judicial and court leadership in this area. They also identified the top key components of an effective court response and strategies to improve community coordination.
  Please join Mike Bridenback, NACM Board member and representative to the EACWG, and Denise Dancy, Co-chair of the Working Group, in a discussion about the specific recommendations, strategies and products of the EACWG Meeting - and the specific leadership role court managers can have in moving their courts ahead in shaping an effective court response to elder abuse.
  Presenters: Denise Dancy, Research Division, National Center for State Courts, Williamsburg, VA; Mike Bridenback, NACM Appointed Director, Court Administrator, Tampa, FL
  Host: Barbara Rodriguez, Tavares, FL
  Reporter: Lisette Sanabria Dede, Miami, FL

3:00 to 3:15 pm
Coffee and Beverage Service
3:15 to 4:45 pm
Six Concurrent Workshops: Round III – Leading the Community, the Justice System and the Court

- Communication and Motivation (repeat of 1:30 pm)
  Location: Caribbean Salons VI-VIII
  Presenter: Brian Blasko
  Host: Britt Beasley, Jacksonville, FL

- Court Web Pages: Best of Breed (FACT sponsored) (repeats at 2:45 pm on Tuesday)
  Location: Caribbean Salons I-III
  A significant number of courts seek to improve customer service and access to justice by developing websites. Early efforts resulted in websites containing rudimentary information, directions to the courthouse, pictures of judges, and telephone numbers to court departments. Advances in web design now afford the opportunity to interact with court patrons by making court calendars, forms, case indices, electronic filing, online fine/fee payment and other dynamic transactions available. This session will look at the best of class in court website content and suggest several models to which courts can benchmark for new web design or current site improvements. The session is geared to court managers and decision makers, not to programmers, although some programming options will be covered. This session is sponsored by FACT, the Forum on the Advancement of Court Technology (http://FACT.ncsc.dni.us), for which Chris Crawford serves as chair.
  Presenter: Chris Crawford, Justice Served, Eureka, CA
  Host: Jon Lin, Ocala, FL
  Reporter: Celina Rios, Miami, FL

- Leadership Workshop I: Foundations and Fundamentals, (MSU Credit) (repeat of 10:15 am)
  Location: Caribbean Salon V
  Presenter: Dan Straub
  Host: Mark Weinberg, Daytona Beach, FL

- Court Interpretation: Court Interpreter Training - Why Care About It?
  Location: Caribbean Salon IV
  Part 2 - Interpreter training? Why do I care about interpreter training? This is Part 2 of a three-part program for court managers who deal with a lack of resources (among them qualified interpreters) every day. Learn why interpreter training (IT) benefits you as a manager whether your court is metro or rural. This session is designed to help court managers understand why ongoing interpreter training (IT) is necessary and to better determine what level of skill is required to be considered a qualified interpreter. The numerous training approaches, the variety of available curricula, the lack of enforceability in existing governmental regulations, and the lack of training requirements demonstrate the need for a standardized, comprehensive training curriculum for court interpreters. Learning to effectively identify a professional interpreter from an “ad-hoc” yet well-intentioned bilingual person is a must.
  Presenters: Carla F. Green, Coordinator Court Interpreting, Research Division, National Center for State Courts, Williamsburg, VA; Agustín de la Mora, Interpreter Coordinator, 9th Judicial Circuit Court, Orlando, FL
  Host: Karen Gatto, Clearwater, FL
  Reporter: Barbara Dawicke, Gainesville, FL

4:45 to 5:30 pm
Special Program: What’s Going On In NACM?
Location: Key West/Palm Beach

6:00 to 11:00 pm
Group Social – Beach Party at the John U Lloyd Beach State Park. Shuttle buses will depart from the Convention Entrance of the Marriott Hotel.

Tuesday, July 11

8:30 to 8:45 am
Welcome and Justice Achievement Award Presentation
Location: Caribbean Ballroom
Presenter: Skip Chesshire, NACM President Elect, Cobb County Superior Court, Marietta, GA

8:45 to 9:45 am
Keynote: Families in Court: Issues and Answers
Location: Caribbean Ballroom
Presenter: Justice Barbara J. Pariente, Supreme Court of Florida, Tallahassee, FL
Host: Skip Chesshire, Marietta, GA
Reporter: Phillip Knox, Phoenix, AZ
9:45 to 10:00 am
Coffee and Beverage Service

10:00 to 11:30 am
Five Concurrent Workshops: Round IV – Leading the Community, the Justice System and the Court

- Self Represented Litigants: Why This Is a Leadership Issue and The Basics
  (repeats at 2:45 pm)
  Location: Caribbean Salons VI-VIII
  Why court leaders should be concerned about self represented litigants. A review of all the factors to which court leaders need to pay attention in order to ensure that self represented litigants not only have access to the courthouse and the justice system, but also have a realistic opportunity to obtain the relief to which they are entitled under the law and facts applicable to their case. Topics include courthouse signage, self help centers, workshops and seminars for pro se litigants, automated sources for forms and information, training for judges and staff, proactive caseload management practices, assistance in preparing for hearings and trials, producing orders, decrees and judgments that litigants can take with them when they leave the courthouse, special pro se calendars, assistance in enforcing court orders and judgments, security concerns, and collaboration with legal services and other public and private entities.
  Moderator: John Greacen, Greacen Associates, LLC, Regina, NM
  Presenters: Katherine Alteneder, Co-Director, Family Law Self Help Center, Anchorage, AK; Jennifer R. Keiser, Director, Family Division, Circuit Court for Prince Georges County, Upper Marlboro, MD; Susan Ledray, Pro Se Services Manager, 4th Judicial District Court, Hennepin County, Minneapolis, MN
  Reporter: Andy Madsen, Regina, NM

- Leadership Workshop III: Be Credible in Action and Create Focus Through Vision (MSU Credit)
  (repeats at 10:00 am on Wednesday)
  Location: Caribbean Salon V
  Credibility is the keystone of leadership. Personal credibility leads to trust. Warren Bennis says that, “Trust is the lubricant of all organizations.” Without it the wheels of organizational machinery don’t turn very smoothly. Effective court leaders are action-oriented and transparent. They say what they mean, they mean what they say, they do what they say, and everybody knows it. They hold themselves to the same standard that they use for others. Many of the component parts of credibility fall into the “give to get” category. If one wants to get trust, respect, honesty, fairness, feedback, openness, one has to give it first.
  Presenter: Dan Straub, President, Straub & Associates, Presto, PA
  Host: Kimberly Miller, Bradenton, FL
  Reporter: Valerie Carullo, Miami, FL

- Advanced Concepts in Cultural Competency
  Location: Clearwater/Orlando
  This course explores how courts can do more than just tolerate “differences” represented in their diverse workforce and public served. Participants learn to draw on the diverse cultures, experiences, perspectives and talents found among diverse co-workers and community partners. We provide practical approaches to respecting personal boundaries, while gleaning culture specific information necessary for effective problem-solving. Techniques for managing performance issues – without confusing cultural dynamics – is a key portion of the course content.
  Presenter: Diane Burbie, Managing Principal, The ASPIRE Group, Pasadena, CA
  Host: Alana Monge, Sarasota, FL
  Reporter: Phillip Hanley, Phoenix, AZ

- Families in Court: Proven Strategies
  (repeats at 2:45 pm)
  Location: Caribbean Salons I-III
  This interactive panel will address an array of approaches being implemented around the country to improve the effectiveness and performance of courts handling juvenile and family cases including the application of performance measures; scheduling practices when family members are involved in multiple cases; use of screening and assessment tools; ADR; court/agency collaboration; and various means for expediting dispositions in delinquency and dependency cases.
  Presenters: Richard Van Duizend, Principal Court Management Consultant, National Center for State Courts, Arlington, VA; Carla Guenther, Deputy Chief Magistrate, Hamilton County Court of Common Pleas, Cincinnati, OH; Rik Schmidt, Director, Juvenile Court Services, Pima County Juvenile Court, Tucson, AZ; Gene Flango, Executive Director, Programs Resource Development, National Center for State Courts, Williamsburg, VA
  Host: Susan Berg, Tavares, FL
  Reporter: Lauren Lazarus, Miami, FL

- Court Security: A Fundamental Component of Court Administration
  (repeat of 10:15 am Monday)
  Location: Caribbean Salon IV
  Part 1 – Part 1 of a three-part program
  Presenters: Steve Steadman, John Voelker, Timm Fautsko, Judy Cramer, Greg Cowan
  Host: Heather Thullbery, Tampa, FL
11:30 am to 1:00 pm
Lunch on your own

1:00 to 2:30 pm
Six Concurrent Workshops: Round V –
Leading the Community, the Justice System and the Court

• Self Represented Litigants Self Help Programs: Making the Case to the Bench and Bar
Location: Caribbean Salons VI-VIII
Objections to self help programs raised by judges and lawyers and how to respond to them. Can citizens represent themselves effectively? If so, in what types of cases? Do self help programs produce more pro se litigants? How can judges and court staff deal with the legal and ethical restrictions on providing assistance to self represented litigants? Should court self help programs be provided only to indigent citizens? How can court leaders effectively market self help programs to skeptical judges, court staff, and the organized bar?
Moderator: Susan Ledray, Pro Se Services Manager, 4th Judicial District Court, Hennepin County, Minneapolis, MN
Presenters: John Greacen, Greacen Associates, LLC, Regina, NM; Bonnie Rose Hough; Supervising Attorney, Center for Families, Children and the Courts, Judicial Council of California – Administrative Office of the Courts, San Francisco, CA
Host: Marcus Reinkensmeyer, Phoenix, AZ
Reporter: Brian Karth, Phoenix, AZ

• Court Interpretation: Public Service Interpreting Resource Centers (PSIRCs)
(repeats at 2:45 pm)
Location: Clearwater/Orlando
Part 3 – By Jove, I think we’ve got it! Bringing it all together – Part 3 of this three-part program looks at Public Service Interpreting Resource Centers (PSIRCs). Learn how courts – large and small – can play a leadership role in better managing scarce interpreting resources, improve access to justice, and provide equal treatment to limited-English proficient (LEP) individuals. The Solution: Resource and Service Sharing. A cost efficient and effective way to help the American justice system meet its language needs is through a resource sharing program similar to the currently existing Consortium for State Court Interpreter Certification’s testing program. That program allows a number of states to pool their resources and come up with cost efficient ways of managing their needs. PSIRCs can provide a cost effective and efficient way to meet the needs of multiple public service agencies. The cost of maintaining the Centers would be defrayed by a combination of start-up funding and fees from the agencies using the services. When managed efficiently, overhead costs would be low and a self-sustainability would come into effect.
Presenters: Bill Hewitt, Principal Court Research Consultant, Research Division, National Center for State Courts, Williamsburg, VA; Wanda Romberger, Manager, Court Interpreting Services, Research Division, National Center for State Courts, Williamsburg, VA
Host: Aida Hulluska, Tampa, FL
Reporter: Diana Williams, Tampa, FL

• Court Reporters: Fair and Balanced
(repeats at 2:45 pm)
Location: Key West/Palm Beach
Budgets are tight and resources are scarce. Come learn how to manage your court reporting resources when there is a shortage of funding and/or a shortage of personnel. This seminar will address current court reporting technology, reporter/administration relationships, and court reporting management practices.
Presenter: Merilyn Marquardt-Sanchez, President, National Court Reporters Association, Phoenix, AZ; Paulita E. Kundid, Court Reporter, Daytona Beach, FL
Host: Janice Albury, Tampa, FL
Reporter: Chris Crawford, Eureka, CA

• Court Security: Why and How to Collaborate With Others
(repeat of 1:30 pm on Monday)
Location: Caribbean Salon IV
Part 2 – Part 2 of a three-part program
Presenter: Steve Steadman, John Voelker, Timm Fautsko, Judy Cramer, Greg Cowan
Host: Sheila Fautsko, Pensacola, FL

• Drug Courts: Do They Work?
(repeats at 2:45 pm on Thursday)
Location: Caribbean Salons I-III
Building from the first drug court in Miami in 1989, there are now over 2,000 problem-solving courts in the United States alone. This workshop presents a case study of one such effort: the Drug Court Program in Cobb County, Georgia that began in December 2002. The presenters will discuss the elements of success including funding, the program’s financial statistics, demographic history, and graduate statistics. One of the first graduates will tell his personal story followed by a question and answer period.
Presenter: Judge George Kreeger, Drug Courts, and Kristie Garrett, Drug Court Administrator, Cobb County Superior Court, Marietta, GA
Host: Todd Tuzzolino, Ocala, FL
Reporter: Paul Indelicato, Miami, FL
• Leadership Workshop II: Manage Interdependencies and Work Beyond the Boundaries (MSU Credit) (repeat of 1:30 pm on Monday)
  Location: Caribbean Salon V
  Presenter: Dan Straub
  Host: Arlean Adekoya-Fitzgerald, Port Charlotte, FL

2:30 to 2:45 pm
Coffee and Beverage Service

2:45 to 4:15 pm
Six Concurrent Workshops: Round IV – Leading the Community, the Justice System and the Court

• Court Web Pages: Best of Breed (FACT sponsored) (repeat of 3:15 pm on Monday)
  Location: Caribbean Salon V
  Presenter: Chris Crawford
  Host: Angela Smith, Tampa, FL

• Court Interpretation: Public Service Interpreting Resource Centers (PSIRCs) (repeat of 1:00 pm)
  Location: Clearwater/Orlando
  Presenter: Bill Hewitt; Wanda Romberger
  Host: Barbara Dawicke, Gainesville, FL

• Court Security: Emergency Preparation (repeats at 10:15 am on Thursday)
  Location: Caribbean Salon IV
  Part 3 —Part 3 of a three-part program.
  This session led by Timm Fautsko and Greg Cowan will use a group problem-solving format to help participants gain an understanding of the components of the process of preparing for emergencies.
  Presenters: Steve Steadman, Senior Consultant, Policy Studies, Inc., Denver, CO; John Voelker, Director of State Courts Office, Madison, WI; Timm Fautsko, Principal Court Management Consultant, National Center for State Courts, Denver, CO; Judy Cramer, Court Administrator, Fulton County Courts, GA, Greg Cowan, Court Operations Consultant, Office of the State Courts Administrators, Tallahassee, FL
  Host: Paula Davey, Deland, FL
  Reporter: Rick Martinez, Miami, FL

• Self Represented Litigants: Why This Is a Leadership Issue and The Basics (repeat of 10:00 am)
  Location: Caribbean Salons VI-VIII
  Presenters: John Greacen, Katherine Alteneder, Jennifer R. Kelser, Susan Ledray
  Host: Krista Tracey, Sarasota, FL

• Court Reporters: Fair and Balanced (repeat of 1:00 pm)
  Location: Key West/Palm Beach
  Presenters: Merilyn Marquardt-Sanchez; Paulita E. Kundid
  Host: Janice Conway, Sarasota, FL

• Families in Court: Proven Strategies (repeat of 10:00 am)
  Location: Caribbean Salons I-III
  Presenters: Richard Van Duizend, Carla Guenthner, Rik Schmidt, Gene Flango
  Host: Michelle Smith, Sarasota, FL

2:45 to 7:00 pm
Vendor Show
Location: Grand Ballroom
NACM Pins Showcase and Exchange in Vendor area 4:30-5:30 pm

4:30 to 5:30 pm - Bonus Workshop
• Improving Dependency Case Processing: Making Best Use of New Federal Dollars
  Location: Jacksonville/Tallahassee
  The purpose of this session is to make participants aware that $20 million per year for the next five years in new federal money has been added to the Court Improvement Program to improve processing of child abuse and neglect cases. Half of the funds are for data collection and analysis, which includes court performance measurement, data sharing, and quality assurance. The other half of the funds are for cross training of judges, court staff, and child welfare staff on aspects of processing child abuse and neglect cases. The presenters will discuss the types of service delivery that meet funding guidelines and will make suggestions on how to leverage technical assistance and training, including e learning, to achieve maximum improvement in court performance.
  Presenter: Victor E. Flango, Executive Director Programs Resource Development, National Center for State Courts, Williamsburg, VA; Daniel J. Hall, Vice President, Court Consulting Services, National Center for State Courts, Denver, CO; Ray Foster, Education Technology Director, National Center for State Courts, Williamsburg, VA

5:30 to 7:00 pm
Vendor Reception
Location: Grand Ballroom

Dinner on your own: Shuttle transportation available to and from the local dining areas
Wednesday, July 12

Fun Run/Walk
Golf - sign up sheet in Registration Office
Bahamas Cruise

7:30 to 10:30 am
Vendor Show
Location: Grand Ballroom
Continental Breakfast (8:30 to 9:30 am)
Prize drawing (10:00 to 10:30 am)

8:00 to 10:00 am
Knowledge Fair – Featuring Justice
Achievement Award Winners and Nominees
Location: Grand Salons E-F Foyer

10:00 to 11:30 am
• Leadership Workshop III: Be Credible in Action and Create Focus Through Vision (MSU Credit) (repeat of 10:00 am Tuesday)
Location: Caribbean Salon V
Presenter: Dan Straub, President, Straub & Associates, Presto, PA
Host: Heather Thullbery, Tampa, FL

NACM Committee Meetings
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.

10:30 to 11:30 am
• Conference Development Committee
Location: Clearwater/Orlando

• Publications/Communications
Location: Jacksonville/Tallahassee

11:00 am to 12:00 pm
• Membership Services
Location: Caribbean Salon I-III

11:30 am to 1:00 pm
Lunch on your own

1:00 to 2:30 pm
• Leadership Workshop IV: Do Skillful and Continued Diagnosis (MSU Credit)
Location: Caribbean Salon V
Leaders must always have a ready answer to the “How well are we doing?” question. That answer must be based on data. The most effective leaders find ways to get feedback from the organization and its clientele on a real-time basis. They are not satisfied with the historical information provided by statistics and reports. It is often too old to be of value in heading off current problems. They find other sources of information that include both lagging and leading indicators of court performance. There is no “one best way” to manage a court. Each is unique in the leadership challenges it presents. Therefore, tomorrow’s leader needs to be first and foremost a diagnostician.
Presenter: Dan Straub, Presto, PA
Host: Suzanne Stinson, Benton, LA
Reporter: Phillip Knox, Phoenix, AZ

• What’s New With CourTools!
Location: Jacksonville/Tallahassee
This bonus workshop will begin with an introduction and overview of CourTools and continue with a description of WebCT and NCSC Research Measure Analysis Templates. The presenters will also report how CourTools are being used throughout the nation’s courts.
Presenter: Dan Hall, Vice President, Court Consulting Services, National Center for State Courts, Denver, CO; Richard Schaufuller, Director, Research Services, National Center for State Courts, Williamsburg, VA; Ingo Kelliitz, President, Sherwood Consulting/CourtMetrics, Williamsburg, VA
Host: Walt Smith, Sarasota, FL
Reporter: Phillip Hanley, Phoenix, AZ

Dinner on your own

Thursday, July 13

8:45 to 10:00 am
Keynote: Leadership, Stress and Refrigerator Rights: A Humorous Teaching About Living a Good Life
Location: Grand Salons E-F
No matter what career you pursue - whether business, health care, public service or non-profit - we share a critical connection. We are working in a culture of mobility, competitive individuality and media saturation. The result is that Americans lead the developed world in stress related ailments. Enjoying one’s work, contributing, and leading are the desire of every productive person. Much of the current advice we hear is focused on self-help and based on popular psychology. These approaches seldom work and rarely last. Into that mix comes a new approach - based on solid research & practical application. Dr. Will Miller will offer attendees a perspective that promises to leave you energized and changed for good. And, oh by the way, you will laugh as you learn.
Introduction: Paul Burke, NACM Vice President, Director of Court Operations, Trial Court of Massachusetts, Boston, MA
Presenter: Dr. Will Miller, Lafayette, IN
Host: Paul Burke, Boston, MA
Reporter: Blan Teagle, Tallahassee, FL

10:00 to 10:15 am
Coffee and Beverage Service

10:15 to 11:45 am
Six Concurrent Workshops: Round VII – Leading the Community, the Justice System and the Court

- Jury Management: Promising Innovations (repeats at 1:00 pm)
  Location: Grand Salons J-K
  This session will update attendees on the latest trends in jury management and trial procedure including the promise and perils of jury automation, evolving case law on what “fair cross section of the community” really means, the experience in Arizona with the Lengthy Trial Fund, and better ways to measure jury use. Preliminary findings from the NCSC State-of-the-States Survey of Jury Operations also will be presented.
  Presenters: Tom Munsterman, Director, Center for Jury Studies, National Center for State Courts, Arlington, VA; Paula Hannaford-Agor, Director, Center for Jury Studies, National Center for State Courts, Williamsburg, VA
  Host: Michelle Bourrie, St. Petersburg, FL
  Reporter: Brian Karth, Phoenix, AZ

- Judicial Branch Education Leadership and Court Management Providers and Programs (repeats at 2:45 pm)
  Location: Grand Salons C-D
  Leadership is defined in many ways, thus approaches to teaching leadership are vast and varied. During this session participants will discuss and debate the definition of leadership; compare and contrast several current approaches to leadership education; review results of a national survey to assess what is currently being done in judicial branch education regarding leadership courses/programs; and explore possible next steps for identifying and educating potential future leaders in the courts.
  Presenters: Karen Thorson, Director, Education Division/CJER, Administrative Office of the Courts, San Francisco, CA; Maureen E. Conner, Executive Director, JERITT Project, Michigan State University, East Lansing, MI
  Host: Suzanne Blavet, Clearlake, CA
  Reporter: Susan Laniewski, Billerica, MA

- Taking the Lead with Media Relations (repeats at 1:00 pm)
  Location: Grand Salons G-H
  In today’s information age, leadership isn’t limited to the judicial arena. The media have become a pervasive factor to be reckoned with in terms of maintaining and increasing the public’s confidence in our judicial system. This session will concentrate on how best to demonstrate this public leadership, beginning with an overview of why it is important for the courts to have a plan to respond to media inquiries and to cultivate the appropriate relationships so that the critics of our judicial system do not have the media playing field all to themselves. After reviewing why this is critical to the public’s trust and confidence in the judicial system, the session will focus on ways court administrators can implement such a plan and include examples of how best to cope with circumstances, both positive and negative as respects media interest in the courts.
  Presenter: Gary Hengstler, Director, National Center for Courts & Media, Reno, NV
  Host: Calvin Green, Tampa, FL
  Reporter: Jude Del Preore, Mount Holly, NJ

- How to Deal with the Legislature
  Location: Grand Salons A-B
  The chair of the most powerful committee of the Georgia Legislature, House Rules will share insider tips on how court leaders can improve their effectiveness in shaping and maintaining legislative – judicial relationships. At best it is partnership that involves both constructive tension and conflict and shared agendas.
  Presenter: Earl Ehrhart
  Host: Michael Bridenback, Tampa, FL
  Reporter: Salli Eckert, Miami, FL

- Families in Court: Integration Through IT (repeats at 1:00 pm)
  Location: Grand Salon F
  The concept of one judge- one family is a best practice for child welfare cases. But the ultimate goal of achieving permanency cannot be realized unless there is a way to determine compliance with ASFA guidelines, child well-being data, and timely hearings. But what is the court’s responsibility for this? This workshop will explore practical solutions to obtaining information about timeliness including a view of a very simple tool to collect information.
  Presenter: Ray Wahl, Juvenile Court Administrator, Administrative Office of the Courts, Salt Lake City, UT
  Host: Paula Davey, Deland, FL
  Reporter: T.J. BeMent, Las Vegas, NV
• **Court Security: Emergency Preparation**  
  (repeat of 2:45 pm on Tuesday)  
  Location: Grand Salon E  
  *Part 3* – Part 3 of a three-part program  
  Presenter: Steve Steadman, John Voelker, Timm Fautsko, Judy Cramer, Greg Cowan  
  Host: Debbie Thomas, Tavares, FL

11:45 am to 1:00 pm  
**NACM Swearing In and Business Meeting Luncheon**  
Location: Caribbean Salons I-V

1:00 to 2:30 pm  
Six Concurrent Workshops: Round VIII –  
Leading the Community, the Justice System and the Court  
Location: Grand Salons

• **Understanding, Managing and Succeeding With Females In the Courts**  
  Location: Grand Salons C-D  
Within the past decade, females entering the justice system have significantly increased in numbers. The perception is females entering the system are more violent and criminal in their behaviors. However, as professional organizations and researchers have profiled females entering the system, the results reflect a female population who is not necessarily more violent in behavior but certainly one for whom the justice system has been ill-prepared. The needs of females are dramatically different from males and these needs are not being addressed. Females are costly to treat and frustrating for court workers and judges. Compounding this issue is the societal ramifications of not adequately or appropriately treating females within the justice system in that their birthing potential is enormous and adolescents represent one of the most at-risk groups for the spread of sexually transmitted disease, including AIDS and HIV. There is an alternative to escalating girls to costly, residential placement. This workshop will assist the participant in the essential understanding of the need for a cost-effective, deliberate, female-responsive approach to quality, community-based, case management.  
  
Presenter: Kevin Bowling, NACM General Jurisdiction Director, Court Administrator, 20th Judicial Circuit Court, Grand Haven, MI;  
Sandra Metcalf, Assistant Juvenile Services Director, Family Division, 20th Circuit Court, West Olive, MI  
Host: Kevin Bowling, Grand Haven, MI  
Reporter: Dennis Metrick, Phoenix, AZ

• **ADA Basics: It Is the Law** (repeats at 2:45 pm)  
  Location: Grand Salons A-B  
The Americans with Disabilities Act (ADA) ensures access for people with disabilities to programs, services, and facilities in both the public and private sectors. In this session, presenters will review provisions of the law that apply to the nation’s courts and will outline methods for achieving compliance. Common access issues and solutions to them will be explored. The information provided will help court managers assume a leadership role in guaranteeing access to court operations, services, and facilities for all users. Representatives from the U.S. Department of Justice and the U.S. Access Board, which are responsible for implementing key provisions of the ADA, and a key official from a Federal advisory panel on courthouse accessibility will be the presenters.  
  
Host: T.J. BeMent, Las Vegas, NV  
Reporter: Roy Wynn, Washington, DC

• **Self Represented Litigants: Self Help Programs: Designing One to Fit Your Needs** (repeats at 2:45 pm)  
  Location: Grand Salon E  
How to go about developing your self help program or fine tuning an existing program to take advantage of experience throughout the country. Topics include what case types and services to include in your program, means testing of self help services, alternative self help services delivery mechanisms, ensuring equal services to petitioners and respondents, effective use of websites, document assembly tools, and other uses of technology, issues arising from the use of court employees and outside contractors to staff self help programs, collaborating with the bar, legal services, and other community organizations to provide a full range of services needed by self represented litigants, evaluating your self help program, and statewide planning and program coordination.  
  
Moderator: Bonnie Rose Hough, Supervising Attorney, Center for Families, Children and the Courts, Judicial Council of California – Administrative Office of the Courts, San Francisco, CA
Coordinator: Richard Zorza, Zorza Associates and Director, Self Represented Litigation Network, Washington, DC
Presenters: Katherine Alteneder, Co-Director, Family Law Self Help Center, Anchorage, AK; Jennifer R. Keiser, Director, Family Division, Circuit Court for Prince Georges County, Upper Marlboro, MD;
Host: Sherry Davis, Hazlehurst, MS
Reporter: Warner Hassell, Nashville, TN

- Taking the Lead with Media Relations  
  (repeat of 10:15 am)  
  Location: Grand Salon G-H  
  Presenter: Gary Hengstler  
  Host: Dennis Menendez, Sarasota, FL

- Jury Management: Promising Innovations  
  (repeat of 10:15 pm)  
  Location: Grand Salons J-K  
  Presenter: Tom Munsterman, Paula Hannaford-Agor  
  Host: Richard Melendi, Tampa, FL

- Families in Court: Integration Through IT  
  (repeat of 10:15 am)  
  Location: Grand Salon F  
  Presenter: Ray Wahl  
  Host: Abdiel Ortiz, Tampa, FL

2:30 – 2:45 pm
Coffee and Beverage Service

2:45 to 4:15 pm
Five Concurrent Workshops: Round IX – Leading the Community, the Justice System and the Court

- Judicial Branch Education Leadership and Court Management Providers and Programs  
  (repeat of 10:15 am)  
  Location: Grand Salons C-D  
  Presenter: Karen Thorson; Maureen E. Conner  
  Host: Sheila Sims, Pensacola, FL

- Advanced Media Case Study  
  (repeat of 10:15 am on Monday)  
  Location: Grand Salons G-H  
  Presenter: Judge Adele Grubbs; Judge James Bodiford  
  Host: Pamela DeVault, Lee’s Summit, MO

- ADA Basics: It Is the Law  
  (repeat of 1:00 pm)  
  Location: Grand Salons A-B  
  Presenter: David Yanchulis, Tracy R. Justesen, Luis F. Pitarque  
  Host: Mary Bratos, St. Augustine, FL

- Self Represented Litigants: Self Help Programs: Designing One to Fit Your Needs  
  (repeat of 1:00 pm)  
  Location: Grand Salon E  
  Presenter: Bonnie Rose Hough, Katherine Alteneder, Jennifer R. Keiser, Richard Zorza  
  Host: Lynn Meehan, Tampa, FL

- Drug Courts: Do They Work?  
  (repeat of 1:00 pm on Tuesday)  
  Location: Grand Salons J-K  
  Presenter: Judge George Kreeger, Kristie Garrett  
  Host: Gail Holly, Tampa, FL

4:30 to 5:00 pm
Plenary: Conference Closing – NACM President and President Elect Report on Future Conferences  
Location: Grand Salons E-F  
The newly-elected NACM President and President Elect report on the locations and themes of future conferences and goals for the upcoming year.  
Presenters: Skip Chesshire; Paul Burke  
Report: Ron Truss, Birmingham, AL

7:00 to 10:30 pm
Closing Dinner and Dance (music and entertainment by the Manhattan Music Band)  
Location: Grand Ballroom

Friday, July 14

9:00 to 9:45 am
New NACM Board Members Orientation  
Location: Key West/Palm Beach

9:45 to Noon
NACM Board of Directors Meeting  
Location: Key West/Palm Beach
### HOSPITALITY SUITE

**Suite 1155**
**NON-SMOKING**

- **Sunday, July 9**: 8:00 to 11:30 pm
- **Monday, July 10**: 9:00 to 11:30 pm
- **Tuesday, July 11**: 8:00 to 11:30 pm
- **Wednesday, July 12**: 8:00 to 11:30 pm
- **Thursday, July 13**: 10:00 to 11:30 pm

### NACM ASSOCIATION SERVICES OFFICE HOURS

**Caribbean Registration Desk**

*(The Association Services Office will serve as the message center for the conference)*

- **Sunday, July 9**: 10:00 am to 6:00 pm
- **Monday, July 10**: 7:30 am to 5:00 pm
- **Tuesday, July 11**: 7:30 am to 5:00 pm
- **Wednesday, July 12**: 7:30 am to 5:00 pm
- **Thursday, July 13**: 8:00 am to 5:00 pm

### NACM Board of Directors

#### OFFICERS

- **President**
  - Richelle (Chelle) G. Uecker
  - Santa Ana, CA
- **President Elect**
  - Howard (Skip) Chesshire
  - Marietta, GA
- **Vice President**
  - Paul J. Burke
  - Lawrence, MA
- **Secretary-Treasurer**
  - Marcus Reinkensmeyer
  - Phoenix, AZ
- **Immediate Past President**
  - Collins E. Ijoma
  - Newark, NJ

#### DIRECTORS

- **Urban Director**
  - Jude Del Preore
  - Trenton, NJ
- **Rural Director**
  - Pamela S. DeVault
  - Lee’s Summit, MO
- **Elected Director**
  - Virlynn Tinnell
  - Kingman, AZ
- **Appointed Director**
  - Michael L. Bridenback
  - Tampa, FL
- **At Large Director (1)**
  - Carol Lee Ortman
  - Fort Lauderdale, FL
- **Large Court Director**
  - Yolande E. Williams
  - Seattle, WA
- **Small Court Director**
  - Ronald E. Truss
  - Birmingham, AL
- **Limited Jurisdiction Director**
  - T. J. BeMent
  - Lawrence, MA
- **General Jurisdiction Director**
  - Kevin J. Bowling
  - Grand Haven, MI
- **At Large Director (2)**
  - Suzanne H. Stinson
  - Benton, LA

### ASSOCIATION SERVICES

**c/o National Center for State Courts**

300 Newport Avenue
Williamsburg, VA 23185

Phone (800) 616-6165 or (757) 259-1841  FAX (757) 259-1520  www.nacmnet.org

- **Linda D. Perkins**
  - Association Manager
- **Kathy Fitch**
  - Administrative Specialist
- **Sandra Knife**
  - Administrative Specialist
A “Special Thanks” to the following for assistance in planning the conference:

**KNOWLEDGE FAIR**
TOM DIBBLE
Trenton, NJ

**VENDOR SHOW**
SUZANNE STINSON
Benton, LA

**FUN RUN/WALK**
CAROL ORTMAN
Brighton, CO

**HOST AND REPORTER COORDINATOR**
MIKE BRIDENBACK
Tampa, FL

**HOSTS AND REPORTERS**

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