

**NATIONAL ASSOCIATION FOR
COURT MANAGEMENT**

**Annual Conference
July 20-24, 2010
Sheraton New Orleans Hotel
New Orleans, LA
“WISDOM IN ACTION: PROVEN COURT PRACTICES”**

AGENDA

TUESDAY, JULY 20

8:30 – 9:15 AM	MSU Certification <i>Program General Overview</i>	Nottoway 4 th Floor
9:30 AM – NOON	Visioning and Strategic Planning MSU #1 (Does not repeat) <u>Presenter:</u> <i>Brenda Wagenknecht-Ivey</i>	Nottoway 4 th Floor
NOON – 1:00 PM	MSU Lunch Break	On Your Own
1:15 – 4:30 PM	Visioning and Strategic Planning MSU #2 (Does not repeat) <u>Presenter:</u> <i>Brenda Wagenknecht-Ivey</i>	Nottoway 4 th Floor
1:00 – 7:00 PM	Registration & Conference Information	Napoleon Foyer 3 rd Floor
3:00 – 4:30 PM	Facebook & Twitter & Linked-In Oh My: Exploring the Personal, Professional and Court Uses of Social Media <u>Presenters:</u> David Slayton, Kelly Steele & Nora Sydow	Maurepas 3 rd Floor

5:15 – 6:00 PM	First-time Attendees Reception	Cornet & Foyer 8 th Floor
6:00 – 7:30 PM	President's Reception Suzanne Stinson, NACM President Hon. Frank A. Marullo, Sr. Judge, New Orleans Criminal District Court	Armstrong Ballroom 8 th Floor

Visioning and Strategic Planning (MSU #1)

Visioning and strategic planning are “must-have” leadership tools for the future. Now, perhaps more than ever, these tools can help court leaders capture and focus internal energy and sustain and improve court performance. When done effectively, visioning and strategic planning provide clarity and focus and serve as a compass during challenging and changing times. This workshop will focus on sharing the wisdom learned from many court visioning and strategic planning experiences.

Visioning and Strategic Planning (MSU #2)

This workshop will provide court managers with practical information and time-proven tips that will help them articulate a vision of the future and successfully develop and implement a strategic plan for their courts. It will provide court managers with the essential knowledge, skills, and abilities to do strategic planning in their organizations, ultimately helping them excel during, and maneuver through, changing times.

Facebook & Twitter & Linked-In Oh My: Exploring the Personal, Professional & Court Uses of Social Media

In this bonus session, attendees will learn about the most common social-media Websites, how to set up an account, security settings, and other useful information. In addition, attendees will learn about NACM’s new social-media policy, the National Center for State Courts’ Social Media Clearinghouse, and how a court can utilize social media in furthering its essential mission.

WEDNESDAY, JULY 21

7:30 AM – 5:00 PM	Registration & Conference Information	Napoleon Foyer 3 rd Floor
8:00 AM – 5:00 PM	Dr. Is In (by appointment)	Ellendale 4 th Floor
8:30 – 9:00 AM	Welcome, Introductions & Award of Merit Presentation Suzanne Stinson, NACM President Hon. John Weimer, Associate Justice, Supreme Court of Louisiana	Napoleon Ballroom CD 3 rd Floor
9:00 – 10:00 AM	Conference Theme and Keynote Introduction: Jude Del Preore, NACM President-Elect Keynote: Why People Aren't Doing What You Want Them To Do and What You Can Do About It <u>Presenter:</u> <i>Greg Gray</i> Reporter: Adam Keller	Napoleon Ballroom CD 3 rd Floor
10:00 – 10:15 AM	BREAK	

Concurrent Workshops Round I: 10:15 AM – 11:45 AM

Evolving Court Customer Service Through Staff Disintermediation (Repeats at 3:30 PM) <u>Presenters:</u> <i>John Clarke & Bryan Borys</i> Host: Marilue Hemmel Reporter: <i>Karen W. Cooper</i>	Southdown 4 th Floor
Differentiated Case Management Concept and Application to Criminal Case Management BJA CCTAP at American University (Repeats at 1:45 PM) <u>Presenters:</u> <i>Peter Coolsen & Pamela Harris</i> <u>Moderator:</u> <i>Maureen Solomon</i> Host: David Slayton Reporter: Stephanie Hess	Gallier AB 4 th Floor

**Concurrent Workshops Round I:
10:15 AM – 11:45 AM**

Progress in Self-Represented Litigants Innovation: Cost Savings, Impact and Ease of Deployment Maurepas
3rd Floor
(Repeats at 3:30 PM)
Presenters: *John Greacen & Richard Zorza*
Host: Chip Coulter
Reporter: Hope LaFleur

Performance-Based Budgeting (Repeats at 3:30 PM) Borgne
3rd Floor
Presenter: *Mark Dubeau*
Host: Chris Crawford
Reporter: Doug Holloway

Using the Media to Build Public Trust and Confidence Oak Alley
4th Floor
(Repeats at 1:45 PM)
Presenter: *Mark Curriden*
Host: Bobby Wilson
Reporter *Yolanda Lewis*

Information Technology Management MSU #1 Nottoway
4th Floor
(Does not repeat)
Presenters: *Tim Dibble & Mohamed Farrag Soliman*
Host: Tim Leger

11:45 AM - 1:30 PM Business Meeting Luncheon Grand Ballroom C
5th Floor

**Concurrent Workshops Round II:
1:45 PM – 3:15 PM**

Keynote Follow Up: Delivering Effective Feedback in 2 Minutes or Less Borgne
3rd Floor
Presenter: *Greg Gray*
Host: Sandy Acardo
Reporter: Sandra Trujillo

Case Processing Performance Standards and Measurement (Does not repeat) Southdown
4th Floor
Presenters: *Barry Mahoney & John Greacen*
Host: Jan Weaver
Reporter: Karen W. Cooper

**Concurrent Workshops Round II:
1:45 PM – 3:15 PM**

Differentiated Case Management Concept and Application to Criminal Case Management BJA CCTAP at American University (Repeat of 10:15 AM) Gallier AB
4th Floor
Presenters: *Peter Coolsen & Pamela Harris*
Moderator: *Maureen Solomon*
Host: Hope LaFleur

Shared Interest Group Meeting I: Special Challenges in Managing General Jurisdiction Courts (Does not repeat) Edgewood AB
4th Floor
Facilitator: *Stephanie Hess*

Using the Media to Build Public Trust and Confidence (Repeat of 10:15 AM) Oak Alley
4th Floor
Presenter: *Mark Curriden*
Host: Don Heagy

Information Technology Management MSU #2 (Does not repeat) Nottoway
4th Floor
Presenters: *Tim Dibble & Mohamed Farrag Soliman*

3:15 – 3:30 PM REFRESHMENT BREAK

**Concurrent Workshops Round III:
3:30 PM – 5:00 PM**

Evolving Court Customer Service Through Staff Disintermediation (Repeat of 10:15 AM) Southdown
4th Floor
Presenters: *John Clarke & Bryan Borys*
Host: Zoe Venhuizen

Progress in Self-Represented Litigants Innovation: Cost Savings, Impact and Ease of Deployment (Repeat of 10:15 AM) Maurepas
3rd Floor
Presenters: *John Greacen & Richard Zorza*
Host: Chip Coulter

**Concurrent Workshops Round III:
3:30 PM – 5:00 PM**

Shared Interest Groups Meetings II: Special Challenges in Managing Limited Jurisdiction Courts (Does not repeat) Oak Alley
4th Floor
Facilitator: *Stefani Lecour*
Reporter: Don Heagy

Shared Interest Groups Meetings III: Court Staffing Issues & Succession Planning (Does not repeat) Gallier AB
4th Floor
Facilitators: *Kevin Bowling & Linda Romero Soles*

Performance-Based Budgeting (Repeat of 10:15 AM) Borgne
3rd Floor
Presenter: *Mark Dubeau*
Host: Chelle Uecker

Information Technology Management MSU #3 Nottoway
(Does not repeat) 4th Floor
Presenters: *Tim Dibble & Mohammed Farrag Soliman*

ENJOY THE EVENING IN NEW ORLEANS

Keynote: Why People Aren't Doing What You Want Them to Do and What You Can Do About It

Ever wondered why there are just some people that you can't get to do what you want or need them to do? This program is full of some surprising and thought-provoking insights as to why this could be the case and offers you practical strategies for getting the behaviors you're looking for. Whether you're dealing with employees, coworkers, or family members, you'll find some of the answers in this presentation for what can be a very frustrating situation.

Evolving Court Customer Service Through Staff Disintermediation

Budget shortfalls, resource constraints, workforce recruitment and retention, and increasing demands for services have created a new reality for most trial courts in the United States—being asked to do more while faced with the challenges of diminishing capacity. Doing more with less is no longer a viable option for many court managers. To address these challenges, court services must be reevaluated, and courts must develop new models to address constituent needs. Privatization, service networks, contracting out, and creation of user self-sufficiency are just a few of the models that will be explored in this workshop. Practical examples of how courts are reinventing service delivery, a framework for analyzing existing models, and an interactive discussion on new service-delivery models will provide attendees with fresh ideas for addressing the realities facing today's courts.

Differentiated Case Management Concept and Application to Criminal Case Management BJA CCTAP at American University

DCM was developed and implemented by the Administrative Office of the New Jersey Courts in the late 1980s for application to civil cases. Soon after its introduction for civil cases, judges and administrators around the country saw the value of application of the concept to criminal caseloads as well. Properly designed, DCM has added predictability and certainty to the caseload process through early evaluation and prioritization of cases and the creation of case-processing tracks with differing events and time frames geared to the case-processing requirements of each case. In this time of budget cuts and reduced resources for courts as well as the other agencies upon which they depend to function, the efficiencies that DCM promotes in the use of court and other agency resources are all the more important. In this session, we will examine the practical aspects of DCM, including factors that differentiate cases; aggregating these factors into case category groupings based on complexity and priority; defining unique tracks (events and timelines) for these categories; methods for screening cases and making the track assignment; forms and orders for the DCM system; and measures of DCM effectiveness. Examples from two court systems will be highlighted. At the conclusion of this session participants will be well on the way to being able to design a Differentiated Case Management (DCM) system for their own court. This session covers criminal case management.

Progress in Self-Represented Litigants Innovation: Cost Savings, Impact and Ease of Deployment

This session will update participants on what we know about successful innovation, including data on impact and cost savings and introductory information on tools to aid deployment. There will be a particular focus on court-based services because there are good data as to cost savings.

Performance-Based Budgeting

This session will provide a review of new developments in performance management and performance-based budgeting and an overview on moving your organization from performance reporting to performance management, toward performance-based budgeting. We will conduct an overview of emerging requirements for performance management in the government sector and provide practical advice on how to employ performance management to help your organization through the current troubled economic times.

Using the Media to Build Public Trust and Confidence

The news media is neither your enemy, nor your friend. The key is to understand the role of journalists and how they can be used—and misused—to inform the public about the court system. This program is designed to improve understanding about how the media operates, how to utilize the news media to better educate the public about the legal system, and how to prepare for crisis situations. Should you ever provide information on background or talk to a reporter off-the-record? What is it exactly that motivates reporters? Is there a difference between print and TV? And how do the new electronic media outlets play a role?

Information Technology Management MSU #1

This interactive e-Filing workshop will consist of presenters from the 2nd Judicial District Court, Reno, Nevada, the State of Delaware Judiciary, and ACS. This panel discussion will focus on the lessons learned from successful e-Filing implementations from a single-jurisdiction and statewide perspective. Presenters will discuss a number of topics, including where to begin, local and federal rules, mandatory vs. voluntary filing, pricing models, clerk review, judicial buy off, pro se filings, image binders, support models, pitfalls to avoid, and development of communication plans to ensure successful implementations. Participants attending this workshop will benefit from hearing about successful implementations that took different routes to gain beneficial results. Session participants will also be able to ask presenters questions about their implementation strategies. This session is sponsored by the Forum on the Advancement of Court Technology (<http://FACT.ncsc.dni.us>).

Keynote Follow Up: Delivering Effective Feedback in 2 Minutes or Less

Employers, co-workers, and even parents report that they would probably do a better job of giving feedback to others if they only had more time to do it. Well, we can't give you more time in this workshop, but we can give you a practical road map for giving feedback that is both highly efficient and highly effective. The road to better performance is paved with effective feedback, and Greg's got just the plan to make it a shorter trip!

Case Processing Performance Standards and Measurement

Case processing time standards were initially developed by the American Bar Association in the 1980s and were subsequently adopted in many states. The standards (and accompanying measurement of performance) have proven to be critically important for the success of delay reduction initiatives. A project is now underway to revise the standards. This session will take a fresh look at the present status of case processing performance standards in American state courts and other locales, at approaches used to measure performance in relation to the standards (including but not limited to CourTools), and the key issues to be addressed in the standards revision effort.

Shared Interest Group Facilitated Meeting I: Special Challenges in Managing General Jurisdiction Courts

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

Information Technology Management MSU #2

Court leaders must understand technology and its effective application to what courts do every day. Courts utilize information technology in case processing, communications, documentation, record keeping, and, increasingly, public transactions. Technology constantly changes and advances at a rapid pace. Court leaders must consider the potential and limitations of technology and assess how evolving automation tools advance or conflict with the purposes of courts and public trust and confidence. To establish and manage expectations court leaders must know what options exist, how technology evolves, the issues that arise with the use of technology, and how to select the most appropriate solutions. The course does not require the student to be highly technical or to be proficient in any software application. The IT Management curriculum focuses on all the key technology areas that a court leader must understand and manage. An end-of-the-course exercise and evaluation will review and highlight each of these areas. This session covers IT Governance and Strategic Planning.

Shared Interest Groups Meetings II: Special Challenges in Managing Limited Jurisdiction Courts

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

Shared Interest Groups Meetings III: Court Staffing Issues & Succession Planning

Attendees will share court staffing and succession planning issues during an open conversation regarding these and other human-resources-related topics. There will also be an opportunity to review recommendations from the 2008 NACM Mini-Guide on Succession Planning and related materials developed through actual trial court experiences.

Information Technology Management MSU #3

Court leaders must understand technology and its effective application to what courts do every day. Courts utilize information technology in case processing, communications, documentation, record keeping, and, increasingly, public transactions. Technology constantly changes and advances at a rapid pace. Court leaders must consider the potential and limitations of technology and assess how evolving automation tools advance or conflict with the purposes of courts and public trust and confidence. To establish and manage expectations court leaders must know what options exist, how technology evolves, the issues that arise with the use of technology, and how to select the most appropriate solutions. The course does not require the student to be highly technical or to be proficient in any software application. The IT Management curriculum focuses on all the key technology areas that a court leader must understand and manage. An end-of-the-course exercise and evaluation will review and highlight each of these areas. This session covers infrastructure and applications.

THURSDAY, JULY 22

7:00 AM	FUN RUN/WALK	HOTEL LOBBY
8:00 AM – 5:00 PM	Registration & Conference Information	Napoleon Foyer 3 rd Floor
8:00 AM – 5:00 PM	Dr. Is In (by appointment)	Ellendale 4 th Floor
8:00 – 9:30 AM	Information Technology Management MSU #4 (Does not repeat) <u>Presenters:</u> <i>Tim Dibble & Mohammed Farrag Soliman</i>	Nottoway 4 th Floor
8:00 – 9:30 AM	Jury Managers' Toolbox™ Demonstration (Does not repeat) <u>Presenter:</u> <i>Paula Hannaford-Agor</i> Host: Adrienne Stroble Reporter: Chip Coulter	Southdown 4 th Floor
7:45 – 8:30 AM	Conference Development Committee & Vendor Subcommittee	Maurepas 3 rd Floor
8:30 – 9:00 AM	Publications Committee	Oak Alley 4 th Floor
8:30 – 9:00 AM	AIA Partnership Committee	Maurepas 3 rd Floor
9:00 – 9:30 AM	Planning Committee	Maurepas 3 rd Floor
9:30 – 10:00 AM	Ethics Committee	Oak Alley 4 th Floor
10:00 – 10:30 AM	Membership Committee/State Associations Committee	Maurepas 3 rd Floor
10:45 – 11:15 AM	Website Committee	Oak Alley 4 th Floor
10:00 AM – NOON	COURT2COURT including THE COURT MEETS THE PRESS: A NACM GUIDE FOR COURT MANAGERS	Napoleon Exposition Hall & Ballroom 3 rd Floor

10:00 AM – 5:00 PM	EXHIBIT SHOW (CLOSED 2:00 – 4:00 PM)	Napoleon Exposition Hall & Ballroom 3 rd Floor
NOON – 1:30 PM	BOX LUNCH IN EXHIBIT HALL	Napoleon Exposition Hall & Ballroom 3 rd Floor
1:00 PM – 2:00 PM	PIN EXCHANGE	Napoleon Exposition Hall & Ballroom 3 rd Floor
2:00 – 4:00 PM	EXHIBITOR BONUS SESSIONS	Waterbury Ballroom 2 nd Floor
4:00 – 5:00 PM	AFTERNOON SNACK & PRIZE DRAWING (MUST BE PRESENT TO WIN)	Napoleon Exposition Hall & Ballroom 3 rd Floor
5:00 PM – 6:00 PM	MSU GRADUATES RECEPTION (BY INVITATION ONLY)	Nottoway 4 th Floor
6:30 PM – 10:00 PM	DINNER & DANCING SOCIAL EVENT at Pat O'Brien's on the River (meet in the hotel lobby by 6:30 to join Mardi Gras Style Parade to Pat O's)	

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.

Information Technology Management MSU #4

Court leaders must understand technology and its effective application to what courts do every day. Courts utilize information technology in case processing, communications, documentation, record keeping, and, increasingly, public transactions. Court leaders must consider the potential and limitations of technology and assess how evolving automation tools advance or conflict with the purposes of courts and public trust and confidence. To establish and manage expectations court leaders must know what options exist, how technology evolves, the issues that arise with the use of technology, and how to select the most appropriate solutions. The course does not require the student to be highly technical or to be proficient in any software application. The IT Management curriculum focuses on all the key technology areas that a court leader must understand and manage. An end-of-the-course exercise and evaluation will review and highlight each of these areas. This session covers IT projects.

Jury Managers' Toolbox™ Demonstration

In this 90-minute session, Paula Hannaford-Agor of the NCSC Center for Jury Studies will demonstrate the features of the Jury Managers' Toolbox™, an online diagnostic software designed to help court administrators and jury managers evaluate the effectiveness of their courts' jury operations, identify proven strategies to address areas of comparative weakness, and estimate the fiscal and operational impact of improvement efforts. The Jury Managers' Toolbox™ was developed in cooperation with the state judicial systems of Arizona, Indiana, Maryland, Missouri, Ohio, Oregon, and Pennsylvania and with a grant from the State Justice Institute. The software is available free of charge to state court personnel.

Adobe - Proven Court Practices in 20 Minutes from Around the World

In this session, four court systems from around the world will be profiled. These courts have transformed customer service and realized efficiencies from reducing paper with their innovative, yet proven approaches to petition filings, court case management, and collaboration.

ACS, A Xerox Company - Did you know ACS is now a Xerox company?

Come find out how this acquisition can help your courts save money and become more efficient.

HOK - The Ceiling Is Falling Down and I am Out of Space—What Do I Do Now?

Limited funds and little public support—the dilemma that many jurisdictions face gets worse every year. Thought leaders from HOK's Justice Group, a leading national architecture firm, will demonstrate practical, real-world methods for solving urgent judicial facility needs. Learn how to identify whether to renovate, expand, or build new—and how to improve your workplace today.

FRIDAY, JULY 23

8:00 AM – 5:00 PM	Registration & Conference Information	Napoleon Foyer 3 rd Floor
8:00 AM – 5:00 PM	Dr. Is In (by appointment)	Ellendale 4 th Floor
8:30 – 8:35 AM	Justice Achievement Award Presentation	Napoleon Ballroom CD 3 rd Floor
8:35 – 8:40 AM	JMI Ernest Friesen Award presentation	
8:40 – 8:45 AM	Keynote Introduction Suzanne Stinson, NACM President	
8:45 – 9:45 AM	Keynote: Effective Court Manager-Judge Leadership Teams <u>Presenter:</u> <i>Dale Lefever</i> Reporter: Scott Griffith	
9:45 – 10:00 AM	BREAK	
	Concurrent Workshops Round IV: 10:00 AM – 11:30 AM	

<p>Lessons Learned from e-Filing Implementation FACT (Repeats at 1:00 PM) <u>Presenters:</u> <i>Phil Hatten, Lane Turner, Frank Mroz & Craig Franden</i> Host: Lynn Maloy Reporter: Thomas G. Dibble</p>	Gallier AB 4 th Floor
<p>It's Geek to Me! FACT (Does not repeat) <u>Presenter:</u> <i>Marlene Martineau</i> Host: Felicia A. Scott Reporter: Robert Hahn</p>	Nottoway 4 th Floor
<p>Paper on Demand FACT (Repeats at 1:00 PM) <u>Presenter:</u> <i>Bob Roper</i> Host: Warner Hassell Reporter: Sharon Pizzuti</p>	Borgne 3 rd Floor
<p>Court Websites: Best of Breed FACT (Repeats at 2:45 PM) <u>Presenter:</u> <i>Chris Crawford</i> Host: Tim Leger Reporter: Dawn Palermo</p>	Maurepas 3 rd Floor

Concurrent Workshops Round IV
10:00 AM – 11:30 AM

Models in Self-Represented Litigants Innovation: Tested Ideas (Repeats at 2:45 PM) Oak Alley
4th Floor
Presenters: *Katrina Zabinski, Bonnie Hough & Jane Ribadeneyra*
Host: Andrienne Stroble
Reporter: Tim Tyler

11:30 AM – 1:00PM LUNCH ON YOUR OWN

Concurrent Workshops Round V
1:00 PM – 2:30 PM

Keynote Follow Up: Effective Court Manager-Judge Leadership Teams: Applying the Concepts Maurepas
3rd Floor
Presenter: *Dale Lefever*
Host: Thomas G. Dibble

Paper on Demand FACT (Repeat of 10:00 AM) Borgne
3rd Floor
Presenter: *Bob Roper*
Host: Stephanie Hess

Differentiated Case Management Concept & Application to Civil Case Management BJA CCTAP at American University (Repeats at 2:45 PM) Nottoway
4th Floor
Presenters: *Howard Berchtold & Pamela Harris*
Moderator: *Maureen Solomon*
Host: Andrienne Stroble

Lessons Learned from e-Filing Implementation FACT (Repeat of 10:00 AM) Gallier AB
4th Floor
Presenters: *Phil Hatten, Lane Turner, Frank Mroz & Craig Franden*
Host: Denise Savant

How Are We Doing?: Using CourTools as a Dashboard for Your Court (Repeats Saturday at 10:45 AM) Oak Alley
4th Floor
Presenter: *David Slayton*
Host: Sherry Coppet
Reporter: Larry Myers

2:30 – 2:45 PM

REFRESHMENT BREAK

**Concurrent Workshops Round VI:
2:45 PM - 4:15 PM**

Models in Self-Represented Litigants Innovation: Tested Ideas (Repeat of 10:00 AM) Oak Alley
4th Floor
Presenters: *Katrina Zabinski, Bonnie Hough & Jane Ribadeneyra*
Host: Lynn Maloy

Differentiated Case Management Concept and Application to Civil Case Management BJA CCTAP at American University (Repeat of 1:00 PM) Nottoway
4th Floor
Presenters: *Howard Berchtold & Pamela Harris*
Moderator: *Maureen Solomon*
Host: Jan Weaver

Court Websites: Best of Breed FACT (Repeat of 10:00 AM) Maurepas
3rd Floor
Presenter: *Chris Crawford*
Host: Sharon Pizzuti

Court Leader & Court Reporter Partnering on Digital Recording FACT (Does not repeat) Borgne
3rd Floor
Presenters: *Pam Kilpela & Marsha Unthank*
Host: Tim Myler
Reporter: Marla Moore

The Katrina Effect and Lessons Learned from the Orleans Parish Criminal District Court (Does not repeat) Gallier AB
4th Floor
Presenters: *Carla Smith, Frank Marullo, Calvin Johnson & Jim Beight*
Host: Kathleen Dixon
Reporter: Karen W. Cooper

ENJOY THE EVENING IN NEW ORLEANS

Keynote: Effective Court Manager-Judge Leadership Teams

It is common practice for each court to have a leadership combination of a court manager and a chief judge. What is not as common is effective teamwork between these two individuals. This presentation is designed to promote the effective and efficient administration of justice through the development of mutual respect for the roles and competencies of each individual. The presentation will address proven practices in the areas of shared goals, policy development, communication and decision making, and delegation of authority.

Lessons Learned from e-Filing Implementation FACT

This interactive e-Filing workshop will consist of presenters from the 2nd Judicial District Court, Reno, Nevada, the State of Delaware Judiciary, and ACS. This panel discussion will focus on the lessons learned from successful e-Filing implementations from a single-jurisdiction perspective and a statewide implementation perspective. Presenters will discuss a number of topics, including where to begin, local and federal rules, mandatory vs. voluntary filing, pricing models, clerk review, judicial buy off, pro se filings, image binders, support models, pitfalls to avoid, and development of communication plans to ensure successful implementations. Participants attending this workshop will benefit from hearing about successful implementations that took different routes to gain beneficial results. Session participants will also be able to ask presenters questions about their implementation strategies. This session is sponsored by the Forum on the Advancement of Court Technology (<http://FACT.ncsc.dni.us>).

It's Geek to Me! FACT

For most of us, standards can be an overwhelming topic. All those acronyms (ECF, NIEM, GJXDM, CTF) sound like a foreign language. It can be difficult to keep all the standards straight, let alone actually use them. In this presentation, we'll talk about why standards are important, what standards are currently available, what standards are in development, and the importance of a public-private cooperative when developing and using standards.

Paper on Demand FACT

Courts have been inundated with paper in this country for the last 250 years. It is consuming unnecessary resources in terms of postage, paper costs, storage costs, retrieval costs, and, most importantly, staff costs. It is inefficient, causes unnecessary delays in case processing, and disrupts efforts to deliver public safety and customer service; yet it is a part of the legal culture in this country. Clerks, judges, business partners, and some lawyers are emotionally and sometimes physically attached to their paper. Although we will never get rid of all paper for the next 25 to 50 years (or until we run out of trees—whichever comes first), the courts must only produce paper as necessary on demand—not routinely. This session focuses on how courts can explicitly link the paper-on-demand concept to effectively satisfy their various business needs, and how courts can begin the process of migrating to a paper-on-demand environment. This change in the business environment does not happen overnight, and this workshop will provide a road map for advancing the cause in the name of court efficiency, public safety, child welfare, and customer service.

Court Websites: Best of Breed FACT

A significant number of courts seek to improve customer service and access to justice by developing Websites. Early Websites contained rudimentary information, directions to the courthouse, pictures of judges, and telephone numbers to court departments. Advances in Web design provide 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 in court Website content and suggest several models that 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.

Models in Self-Represented Litigants Innovation: Tested Ideas

This session will review the most successful, cost-effective areas of innovation, including forms, self-help services, judicial and clerk training, and technology.

Keynote Follow Up: Effective Court Manager-Judge Leadership Teams: Applying the Concepts

This workshop will address the proven practices presented in the plenary and discuss the leadership models that will define the working relationship between the court manager and chief judge. The focus will be on moving from an independent to an interdependent relationship to generate the synergy needed to provide court-wide leadership and direction for all judges and staff.

Differentiated Case Management Concept & Application to Civil Case Management BJA CCTAP at American University

Differentiated case management (DCM) was developed and implemented by the Administrative Office of the New Jersey Courts in the late 1980s for civil cases. Soon after its introduction for civil cases, judges and administrators around the country saw the value of applying the concept to criminal caseloads, as well. Properly designed, DCM has added predictability and certainty to the caseflow process through early evaluation and prioritization of cases and the creation of case-processing tracks with differing events and time frames geared to the case processing requirements of each case. In this time of budget cuts and reduced resources for courts and the other agencies upon which courts depend to function, the efficiencies that DCM promotes are all the more important. In this session, we will examine the practical aspects of DCM, including factors that differentiate cases; aggregation of these factors into case-category groupings based on complexity and priority; unique tracks (events and timelines) for these categories; methods for screening cases and making the track assignment; forms and orders for the DCM system; and measures of DCM effectiveness. Examples from two court systems will be highlighted. At the conclusion of this session, participants will be well on their way to designing a DCM system for their own court. This session covers civil case management.

How Are We Doing?: Using CourTools as a Dashboard for Your Court

When we have mechanical issues with our automobiles, a dashboard provides an indicator of the issue before our cars go up in flames. How can we get the same information for our courts? This informative and interactive session will describe how you can utilize the CourTools measures to evaluate the performance of the court.

Court Leader & Court Reporter Partnering on Digital Recording FACT

This session will focus on the experiences of the 4th Judicial District in Minnesota and their efforts to introduce digital recording. The presenters will discuss how cultural and operational challenges evolved to facilitate collaboration between judges, court reporters, and administration on introducing this new technology. With increasing financial pressures and shrinking stenographic court reporter resources, many courts feel the pressure to put in place a quick fix for providing a court record. Courts will benefit from moving forward with a thoughtful and strategic approach that preserves the quality and reliability of the court record. Court reporters can play a key role in designing and supporting the new digital court reporting. Presenters will discuss the path they took in establishing their Central Monitoring Room and discuss the successes and hurdles they encountered along the way.

The Katrina Effect and Lessons Learned from the Orleans Parish Criminal District Court

The devastation of the City of New Orleans caused a dislocation of urban residents never before experienced in U.S. history. The criminal justice system, like the residents it serves, was equally displaced. The state viewed the hurricane and the devastation as an opportunity to fix the justice system. Without fully understanding how the system could become financially whole and benefit the citizens of New Orleans, legislation was passed to consolidate the courts. Judgeships were threatened by reductions without consideration of an increased crime rate or storm-related insurance filings. A justice facility master plan was attempted by FEMA. Judge Frank Marullo, the most senior district judge in the state of Louisiana, and retired Judge Calvin Johnson, who served as the chief judge during Katrina, will team with architect Jim Beight of PSA-Dewberry, who developed the justice facility master plan. Carla Smith, chief deputy judicial administrator, will facilitate discussion on the challenges, outcomes, and lessons learned following Katrina. A DVD depicting the experience and the effects of the storm will be presented during the workshop.

SATURDAY, JULY 24

8:00 AM – NOON	Registration & Conference Information	Napoleon Foyer 3 rd Floor
8:00 – 9:30 AM	Business Meeting Breakfast & New Officer Swearing In	Napoleon CD 3 rd Floor
9:30 – 10:30 AM	Keynote Introduction Kevin Bowling, NACM Vice President	Napoleon CD 3 rd Floor
	Keynote: Ding Happens! The Art of Improvising When Things Don't Go as Planned <u>Presenter:</u> <i>Avish Parashar</i>	
10:30 – 10:45 AM	BREAK	

Concurrent Workshops: Round VII 10:45 AM – 12:15 PM

Keynote: Follow Up <u>Presenter:</u> <i>Avish Parashar</i> Host: Chelle Uecker	Borgne 3 rd Floor
How Are We Doing?: Using CourTools as a Dashboard for Your Court (Repeat of Friday at 1:00 PM) <u>Presenter:</u> David Slayton Host: Stephanie Hess	Oak Alley 4 th Floor
Self-Represented Litigants Innovation Deployment: State & Local Processes (Does not repeat) <u>Presenters:</u> <i>Richard Zorza, Kathleen Dixon, Cynthia Cohen & Zoe Venhuizen</i> Host: Christi Richards	Gallier AB 4 th Floor
Rural Court Networks (Does not repeat) <u>Presenters:</u> <i>Barry Mahoney & Elaine Nugent-Borakove</i> Host: Larry Myers	Nottoway 4 th Floor

Do Facility Planning Before the Architects Start

(Does not repeat)

Presenter: *Dan Wiley*

Host: Linda Boyd

Southdown
4th Floor

12:30 – 1:00 PM

Conference Closing Plenary

*NACM President and President-Elect
Report on Future Conferences*

Napoleon CD
3rd Floor

SAFE TRAVELS HOME AND SEE YOU NEXT YEAR IN LAS VEGAS!

Keynote: Ding Happens! The Art of Improvising When Things Don't Go As Planned

No matter how well you plan, things will go wrong, unexpected surprises will appear, and the universe will throw you a curve ball. Planning is important, but your level of success is often dictated not by how well you plan, but rather by how quickly and effectively you deal with the unexpected when it happens (and it will!). In this energetic, fun, motivational, and interactive presentation, Avish demonstrates how the same principles that lead to hilarity on an improv comedy stage can help you stress less, think on your feet, and make your life easier and more successful. Avish weaves together humorous stories, witty observations, and interactive exercises from improvisational comedy to show you how to flow with whatever life throws your way!

Keynote: Follow Up

This session is a follow up to Avish Parashar's keynote – Ding Happens!

How Are We Doing?: Using CourTools as a Dashboard for Your Court

When we have mechanical issues with our automobiles, a dashboard provides an indicator of the issue before our cars go up in flames. How can we get the same information for our courts? This informative and interactive session will describe how you can utilize the CourTools measures to evaluate the performance of the court.

Self-Represented Litigants Innovation Deployment: State & Local Processes

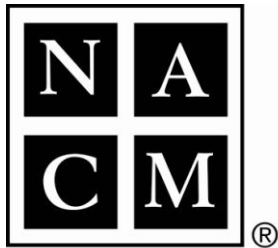
This session will introduce the leadership package and the new diagnostic and recommendations process, including how states and courts can use the protocols of the diagnostic process and the modules of the leadership package to move forward. There will be particular focus on Justice Corps and unbundling as high-impact, low-cost innovations.

Rural Court Networks

Since 2008, The Justice Management Institute has been conducting a series of seminars on "Improving Rural Courts" co-sponsored by NACM and funded by the U.S. Bureau of Justice Assistance. This session will draw on lessons learned through those seminars to discuss key issues faced by rural courts and to highlight good or promising practices that have been identified by rural court practitioners. The session will be interactive, with participants asked to describe promising innovations that have worked effectively in their own environments and to consider what strategies and techniques can be used to draw increased attention and resources to rural courts.

Do Facility Planning Before the Architects Start

Is your court struggling with space problems? Meeting the space needs of the court is a constant challenge and Court Administration may find that help is needed. Architects are space professionals and can provide invaluable services, but there is much that Court Administration can do and much that it should do before the architect is hired and the architectural process begins. This session is intended to help the court administrator recognize space as a resource to be managed, create a strategic rather than a stopgap approach to space planning and design, understand the implication of court processes on space needs, identify the space-planning information and tools you need to build a successful space management plan, and learn how to be ready to get the most out of the architectural process and how to make it truly support the work of the court.



NACM HOSPITALITY SUITE
Location: Hospitality Suite Room 4824

Tuesday, July 20	8:00 PM – 11:00 PM
Wednesday, July 21	8:00 PM – 11:00 PM
Thursday, July 22	Closed (Dinner/Dance)
Friday, July 23	8:00 PM – 11:00 PM

CONFERENCE REGISTRATION/INFORMATION

Tuesday, July 20	1:00 PM – 7:00 PM
Wednesday, July 21	7:30 AM – 5:00 PM
Thursday, July 22	8:00 AM – 5:00 PM
Friday, July 23	8:00 AM – 5:00 PM
Saturday, July 24	8:00 AM – NOON

CONFERENCE STAFF

Linda D. Perkins
Association Manager

Valerie F. Hansford
Conference Services Manager

Stacey A. Smith
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Shirley M. Sutherland
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THANK YOU!!!

TO THOSE MEMBERS WHO SERVED AS
HOST AND REPORTER VOLUNTEERS
FOR THIS YEAR'S
ANNUAL CONFERENCE.

YOUR TIME
AND DEDICATION TO NACM
ARE GREATLY APPRECIATED!

MICHELE OKEN, HOSTS AND REPORTERS CHAIR