



NATIONAL ASSOCIATION FOR COURT MANAGEMENT AND NATIONAL ASSOCIATION OF STATE JUDICIAL EDUCATORS

Speaker Biographies

JOSEPH AIELLO has been a leader in the development of large-scale infrastructure and real-estate projects. He is a senior executive in business operations and business development. Mr. Aiello, as partner and CEO, has led the activities of Meridiam Infrastructure North America since 2007. Meridiam is an equity investor, developer, and asset manager of Greenfield Public Private Partnerships and is one of the global leaders in its markets. Meridiam's 25-year funds align the interest of investors, asset life, and the public interest. The firm has received a variety of global honors, such as PPP Project of the Year and Sponsor of the Year for 2009.

JUDITH M. ANDERSON has been with the Washington Administrative Office of the Courts (AOC) since 1985. In recent years she has worked primarily as the lead educator on the annual conference. In the past she supported appellate court, superior court, and district and municipal court judges; district and municipal court administrators; juvenile court administrators; county clerks; and superior court administrators. In 2002 she helped develop the continuous judicial education tracking system at AOC and manages the reporting of all CJE credits. Ms. Anderson currently supports the Board for Court Education (BCE) and the budget for all BCE-sponsored educational programs. She also supports the Presiding Judges' Education Committee, the Judicial College Trustees, Advanced Science and Technology Adjudication Resource (ASTAR) Fellows, and the Washington Highway Traffic Commission's DUI regional grant. She is also on the board for the National Association of State Judicial Educators (NASJE), where she has held many leadership roles throughout her career, and is currently serving as President. Ms. Anderson received her B.F.A. in art education from Western Washington University and her M.B.A. from Seattle International University.

ODY ARIAS-LUCIANO is the program manager for the Ninth Judicial Circuit Court in Orlando, Florida. She is a certified Spanish interpreter. Her duties include training and supervision of over 90 court interpreters and other personnel spread across two counties in central Florida. Ms. Arias-Luciano was selected by the Supreme Court of Florida (Commission on Trial Court Performance and Accountability) to be a member of their Court Interpreter Workgroup, which produced a report to set the standards of operation and best practices for court interpreting for the entire state. She is one of the key players in conceiving, developing, and deploying remote interpreting for Florida courts. She is currently working with a Fortune 100 company to develop smaller, faster, more efficient, and more reliable hardware. As a recognized professional in the field, Ms. Arias-Luciano has been featured as a guest speaker in national and local conferences, including the National Association of Judiciary Interpreters and Translators, and is an upcoming co-presenter for the American Translators Association and the National Association for Court Management.

JENNIFER D. BAILEY has been a judge with the Eleventh Judicial Circuit Court, Miami-Dade County, Florida since 1993 (Circuit Civil Division, administrative judge, 2009-present, previously served in Family and Criminal divisions). She was chair of the Florida Supreme Court Residential Mortgage Foreclosure Task Force (2009) and is the author of the *Foreclosure Bench Book for Judges*. She has testified before Florida House and Senate committees on foreclosure issues; served as faculty on multiple foreclosure courses for judges, mediators, and attorneys; and has spoken on foreclosure issues to multiple community organizations. She serves on the Florida Court Education Council (vice-chair, 2006-present) and the Florida Supreme Court Civil Jury Instruction Committee. She was also dean of the Florida College of Advanced Judicial Studies, 2000-05. Over a nineteen-year teaching career, she has taught for the Florida New Judge's College, Florida's Advanced Judicial Studies College, Conference of Circuit Court Judges, and Florida Bar. She served as associate judge on the Fourth District Court of Appeal (1999, 2000, 2002, and 2004) and on the Second District Court of Appeal (2006). Judge Bailey has been honored with the 2011 Legal Services of Miami, Inc. Equal Justice Judicial Leadership Award and the 2010 Sookie Williams Award for Outstanding Service to the Legal Community. Her education includes a B.A., journalism (magna cum laude), University of Georgia, 1980, and a J.D., University of Georgia, 1983.

ELIZABETH BARBER is the trial court collections project manager with the Michigan State Court Administrative Office. She is responsible for implementing and coordinating strategies and approaches to ensure trial court compliance with collections and fiscal management requirements and standards. Before joining the Michigan State Court Administrative Office in 2004, she spent 15 years as an internal auditor with the Michigan Supreme Court. Ms. Barber has also served as faculty for the Michigan Judicial Institute, presenting various accounting and collections workshops; served on the National Center for State Courts' 2008 national work group to update their publication *Current Practices in Collecting Fines and Fees in State Courts: A Handbook of Collection Issues and Solutions*; and served as a presenter for the National Center for Victims of Crime's Restitution Roundtable, presenting Michigan's approach to improving the collection of victim restitution and other court-ordered financial obligations. Ms. Barber is a graduate of Michigan State University and was certified as a public accountant in 1989.

CLAUDIA BAYLIFF is an attorney and educator with 23 years of experience working on issues related to sexual assault. She is the National Judicial Education Program's (NJEP) project attorney, developing judicial educational materials and helping to implement a nationwide, comprehensive plan for judicial education about sexual assault. She was the first chief of the U.S. Air Force's worldwide, \$18 million+ Sexual Assault Prevention and Response Program. She was responsible for administering the program, including developing and implementing the sexual assault prevention and response policy. She has also consulted with the Navy and the Marine Corps to help them develop their sexual assault prevention strategy and with the U.S. Army Criminal Investigation Division (CID) to improve how they investigate sexual assault cases. She was NJEP's project attorney for its *Understanding Sexual Violence* grants from October 1996 to August 2005 and has helped to educate judges throughout the country on the dynamics of sexual assault cases. Ms. Bayliff served as the assistant director of the Boulder County Rape Crisis Team from 1989 to 1993. She also taught classes on women and the law at the University of Colorado in Boulder and Denver and served as faculty for the Colorado Ending Violence Against Women Project (EVAW). Ms. Bayliff has made presentations at such organizations as the Second International Conference on Training of the Judiciary, the Canadian National Judicial Institute, and the National Center for Victims of Crime, as well as at numerous national and local conferences.

PAUL BIDERMAN, J.D., headed the Institute of Public Law at the University of New Mexico School of Law as a research professor of law, until his retirement on April 30, 2011. From 1991 through 2005, he served as founding director of the Institute's Judicial Education Center. As a NASJE member, Prof. Biderman became the organization's newsletter editor for several years and president in 2002. His career in New Mexico spans over 40 years, including a four-year term as the state's Secretary of Energy and Minerals; seven years in the Attorney General's Consumer Division; seven years in private law practice; and four years in legal services programs on the Navajo Reservation and in northern New Mexico. He was named 1997 Judicial Educator of the Year by the American Bar Association Judicial Division, and 2005 Public Lawyer of the Year by the New Mexico State Bar. He lives with his wife of 42 years, Ellen, in Santa Fe. They have two married sons and three grandchildren.

SHAY BILCHIK is the founder and director of the Center for Juvenile Justice Reform at Georgetown University's Public Policy Institute. The center's purpose is to focus 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, 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. He led CWLA in its advocacy on behalf of children through his public speaking, testimony, and published 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 and supported a balanced and multi-systems approach to attacking juvenile crime and addressing child victimization. Before coming to the nation's capital, he was an assistant state attorney in Miami, Florida from 1977 to 1993, 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. He and his wife Susan are the proud parents of two young adults, Melissa and Zach.

JOAN BISHOP is the director of Judicial Branch Education in New Hampshire. She has worked for the court system for over 25 years in various capacities, starting as a probation officer then transferring to the administrative office, the superior court center, and now the supreme court. She has been involved in a number of key court initiatives over the years and has served as staff to several court committees and task forces. A significant accomplishment was helping Kosovo with their court system. She has a bachelor's degree in criminal justice and a master's in education-teaching English as a second language. In her current position, she develops educational programs and teaches classes for court staff and judges. She also coordinates the Rockingham County Adult Drug Court and is involved in other alternative sentencing projects.

DUNCAN BROYD has more than 28 years' experience as an architect and has specialized in the planning and programming of court facilities. He has dealt with multifaceted clients, extensive subconsultant coordination, and the complex planning and construction process required for both large and small justice projects. Mr. Broyd has completed numerous, complex court projects across the nation, including two federal courthouses, Manatee County (Florida) Judicial Center, Tarrant County (Texas) Courts, Kent County (Rhode Island) Courthouse, Brevard County Courthouse, Niagara Falls Public Safety Complex, Pinellas County (Florida) Criminal Courts, and the Miami-Dade Children's Court. He is highly experienced with all types of project delivery, such as design build, design bid build, construction management, and public private partnerships. He has been involved with program and concept development, feasibility studies, existing condition analysis, and detailed design and construction documents. His experience has afforded him a complete understanding of the functioning and the complex interplay of technology, security, and participants in modern court facilities and is a frequently requested speaker. Mr. Broyd holds degrees from the School of Architecture of Liverpool University, England. He is a chartered architect and a principal at the Tampa office of HOK, a large firm specializing in court facility programming, planning, and design.

WILLIAM BRUNSON is director of special projects for the National Judicial College (NJC). He performs business development, conducts faculty development workshops, manages international programs, and oversees numerous grant projects primarily related to curriculum development for judges. He also served as the NJC's academic director and assistant academic director, and as a program attorney and a program coordinator under a Bureau of Justice Assistance grant. Before joining NJC in 1997, Mr. Brunson was in private practice. He is a member of the Nevada State Bar. In 1999, he was presented with the President's Special Service Award by the National Association of State Judicial Educators (NASJE). He served as NASJE's president in 2004-05 and continues his involvement in the association. He is a board member of the State Bar of Nevada's CLE Committee. He is the coauthor or coeditor of numerous curricula and publications, including *Immigration Consequences of Criminal "Convictions"* (2010); *Resource Guide for Managing Complex Litigation* (2010); and *Presiding over a Capital Case: A Benchbook for Judges* (2009). He has educated faculty both nationally and internationally on adult education principles and practice and curriculum development. Mr. Brunson received his bachelor of arts degree from the University of Nevada, Reno. During his undergraduate education, he served as an aide to the U.S. Pretrial Services Agency in Reno, Nevada. He received his Juris Doctor from Willamette University College of Law and worked as an associate editor on the *Willamette Law Review*.

ROBERT CARBECK is the deputy trial court administrator and referee for the Washtenaw County, Michigan, Trial Court. As an attorney, Mr. Carbeck was in private practice for 14 years before joining the court as a referee presiding over child abuse and neglect cases. He continued on as the probate register and then moved into his administrative position. His experience as both a referee and an administrator gives Mr. Carbeck a unique perspective on Indian Child Welfare Act issues. He lives in Ann Arbor, Michigan with his wife and two sons and is an avid fan of Detroit Tigers baseball and University of Michigan football.

MERYLEE CASTELLANOS has worked in the court system for 17 years. Her background includes the interpreter's office the juvenile courts and the Circuit Civil Division for Dade County. In 2010 she became the manager of the Foreclosure Project for the Eleventh Judicial Circuit. Her managerial duties included staffing, training, and supervision of over 30 employees. Working closely with Judge Jennifer D. Bailey, the administrative judge of the Circuit Civil Division, Ms. Castellanos coordinated the development and implementation of a pilot program that provided case management for over 82,000 foreclosure cases. For her efforts, Ms. Castellanos was awarded the Going the Extra Mile (GEM) Award in 2010. Currently, she is working on her Fellowship with the Institute for Court Management.

MAGGIE CIMINO is the manager of the Design Consulting Unit, Education Division/Center for Judicial Education and Research for the California Administrative Office of the Courts (AOC) and has been employed by the AOC since 2001. She currently oversees faculty development and partnership education and provides educational design consulting to the courts and AOC. She is a member of the National Association of State Judicial Educators and serves on the Curriculum Development Committee. In addition to her work at the AOC, she has served as faculty for Kentucky, Ohio, Florida, Colorado, Alaska, and Nevada judicial education programs, the Argentinean Court Faculty Development Program, and the Macedonia Modernization Project. She has also provided court administration education at the National Judicial College and served as faculty for the Institute for Excellence in Judicial Education. Before moving to San Francisco from Anchorage, Alaska, she was a private consultant providing training and business planning/facilitation for the native regional corporations, villages, and the Alaska court system. In addition to her work as a judicial educator, she is the past president and current member of the Board of Directors of Progress Foundation—a private, nonprofit mental health agency operating in San Francisco, Sonoma, and Napa counties, providing individuals who are disabled due to mental illness with treatment alternatives to institutional placement.

TIMOTHY CONNORS is a circuit court judge in Ann Arbor, Michigan. He serves in the civil and family divisions. Judge Connors teaches civil trial skills, family law, family trial skills, and American Indian law at the University of Michigan Law School, Wayne State Law School, and Thomas M. Cooley Law School, Ann Arbor Campus. He is active in tribal court/state court forums.

JANET G. CORNELL is the court administrator of the Scottsdale City Court, in Scottsdale, Arizona, where she has been since July 2002. She has over 30 years' experience in both general and limited jurisdiction courts and state and federal courts. Her experience ranges across various areas: probate/mental health, criminal, domestic relations (family court), civil, regional court operations, court interpreters, and training. From 1998 to 2002, she was staff consultant in the Maricopa County Information Technology Department, focusing on countywide criminal justice integration and county technology budgets. 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, has a certificate from the Leadership Institute in Judicial Education, University of Memphis, and a certificate from the Leader Coach Institute in Scottsdale. Ms. Cornell is a past president of the National Association for Court Management, the Arizona Limited Jurisdiction Court Administrators Association, and the Arizona Courts Association. She has served on a number of committees locally, regionally, and nationally. She currently serves as court faculty/educator, consultant, and facilitator for the National Center for State Courts, the Arizona Judicial Branch, the National Association for Court Management, and the Federal Judicial Branch. She is a recipient of the ICM Fellows Star Award, the NCSC's Distinguished Service Award, the Arizona Courts Association's Award of Excellence, the Scottsdale City Manager's Award of Excellence, and, in 2008, the Arizona Supreme Court Achievement Award.

ROBERT 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, having held executive-level positions in the commercial, government, and nonprofit sectors. Through a combination of education and years of "hands-on" experience, Mr. Coyne promotes organizational transformation through thought leadership, effective teamwork, teambuilding, and the integration of strategic planning with tactical operations to strengthen organizational commitment and performance. He 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, Mr. Coyne has been an adjunct professor of business at Mount. St. Mary's University, teaching graduate and undergraduate 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 in Business degree from the Johns Hopkins University.

ANDREW CUPPLES has over 30 years' experience with the planning and design of justice facilities. His experience includes both overall system planning and the design of individual facilities. His work includes 25 facilities that have been recognized for design excellence by the AIA Committee on Architecture for Justice, as well as numerous other state and local awards. He has been recognized the planning and design of local, state, and federal courthouses, as well as local detention and state correctional facilities. Notable projects include the California Courts Task Force Facilities Master Plan, Philadelphia Criminal Justice Center, Long Beach Superior Courthouse, and numerous federal courthouse feasibility and prospects studies. The Long Beach Superior Courthouse is the first building project delivered via a performance-based infrastructure delivery method in the United States. He has also provided professional services for justice projects in Canada, Europe, the Mideast, South America, and Australia and New Zealand, where the primary delivery method is public-private partnerships. Mr. Cupples is a justice practice principal with AECOM in Orange County, California.

THEODORE H. (TERRY) CURRY II is the associate provost and associate vice president for Academic Human Resources at Michigan State University and served eight years as director of the Graduate School of Labor and Industrial Relations. He is a professor of human resources management and holds graduate and undergraduate degrees in business administration from the University of Kansas. Professor Curry has held line management positions in the telephone and banking industries and staff positions for Proctor & Gamble and Bishop College, Dallas. He leads management development seminars in many areas, including teambuilding; leadership and motivation; and employee performance planning. He was an initial member of the Senior Faculty of the Institute for Court Management of the National Center for State Courts (NCSC) and works with the Justice Management Institute, National College of Juvenile and Family Court Judges, Federal Judicial Center, and Michigan Judicial Institute. He developed and led the first management seminar for court officers and other top managers of the U.S. Supreme Court and worked on rule-of-law projects in Serbia, Kosovo, and Eritrea. Professor Curry received NCSC's 1997 Distinguished Service Award and was inducted into NCSC's Warren Burger Society in 2002. He is a member of several professional organizations, including the Society for Human Resources Management, and is an original member of the Michigan Governor's Labor-Management Advisory Council. He has written a number of professional articles and texts, including *Contemporary Issues in Human Resources Management*, *Managing Human Resources in the 21st Century*, and NACM's Human Resources core competency.

GARY EGNER is the vice president of justice solutions for AMCAD. He has over 20 years of experience in the justice industry implementing advanced technology solutions that automate the needs of clerks, judges, and other staff within the justice field. Additionally, he has participated on national case management standards committees.

JAY FARBSTEIN has over 30 years of professional experience and is nationally recognized for his contributions to court facility planning. He has planned or is working on over 50 court projects, including 26 recent California AOC projects ranging from 3 to 44 courtrooms. Projects in other states have included Washoe County (Reno), Nevada; Bexar County (San Antonio), Texas; King County (Seattle), Washington; and New York City. He has participated in international court planning seminars and visited courts in Australia, Canada, France, Spain, Luxembourg, and Germany. Mr. Farbstein has received numerous national awards; has been invited to lecture in Japan, Canada, and France; and has been interviewed by *60 Minutes* and quoted in *Time*, the *New York Times*, *Psychology Today*, and several architectural magazines. He was featured on the program at two national AIA conventions and at the Committee on Architecture for Justice's conference on the Juvenile Justice System in Crisis. Mr. Farbstein is a registered architect in California and holds degrees from UCLA, Harvard University, and the University of London. He is a Fellow of the AIA and heads its Academy for Justice Architecture's Justice Facility Research Program. He is the past chair of the Environmental Design Research Association and was the recipient of its career award.

STEPHEN M. FEILER, Ph.D. is the director of the Judicial Education Department for the Administrative Office of Pennsylvania Courts (AOPC) and has held this position since the department's creation in 2004. Dr. Feiler is responsible for overseeing the development and delivery of continuing education for the commonwealth's 1,100+ jurists and for facilitating the development of progressive educational solutions, such as electronic libraries and distance education opportunities. Before joining AOPC, he served on the faculty at Towson University, where he taught courses in criminology, criminal justice, and the sociology of law; was a member of both the Department and the College of Liberal Arts Curriculum Committees; and was selected by the university president to participate in the 2003-04 Towson University Leadership Institute. A graduate of Franklin and Marshall College, Dr. Feiler earned his master and doctoral degrees from Tulane University and served as a Distinguished Teaching Fellow at Susquehanna University.

ROBERT FISCH, over the past 20 years, 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 has led the development of facility master plans and feasibility studies for major court projects in Manhattan, San Diego, Philadelphia, Baltimore, Chicago, Columbus, Washington, and many smaller jurisdictions. He has also served as consultant to many signature design firms. He is currently planning large courts projects in San Bernardino, California, Travis County, Texas, and Bergen County, New Jersey. Mr. Fisch is a certified planner and has a BA in environmental design from the State University of New York at Buffalo. He has lectured at many planning and design conferences nationally and abroad and has been cited in various national news media on the topic of courthouse planning. He is a principal at New York City-based Ricci Greene Associates, Architects and Planners, where he leads the planning and programming work for many of the firm's courthouse and justice-related projects.

JESSICA FUNKHOUSER is special court counsel for Justice System Planning and Communications for the Superior Court of Arizona in Maricopa County. She graduated with high distinction from the University of Arizona College of Law in 1978 and was awarded the Order of the Coif. Ms. Funkhouser previously served as special counsel for Elections, Open Meetings, and Public Records in the Office of the Arizona Attorney General; state election director; assistant chief counsel of the Division of County Counsel; chief counsel of the Appeals Division of the Maricopa County Attorney's Office; and chief counsel of the Criminal Division of the Arizona Attorney General's Office. Ms. Funkhouser has been a volunteer bar counsel, a hearing officer in disciplinary cases, and a member of the Disciplinary Commission. She co-chaired the 2005 State Bar Convention and has been a member of the Commission on Trial Court Appointments for Maricopa County. Ms. Funkhouser received the Maricopa County Bar Association's Distinguished Public Lawyer Award in 1999, the Arizona Attorney General's Attorney of the Year Award for the Solicitor General's Office in 2004, the Arizona Attorney General's Exceptional Public Service Award and Outstanding Team Awards in 2005, and the State Bar President's Award in 2009.

LISA M. GALDOS is a special consultant in the Education Division/Center for Judicial Education and Research (CJER) with the California Administrative Office of the Courts. She serves as staff to the Judicial Branch Leadership Development Curriculum Committee and is responsible for the development and delivery of the annual Presiding Judge and Court Executive Management Program, the annual Supervising Judges Institute, ICM program, and other leadership courses. She served as the chair of the Education Committee for the National Association of State Judicial Educators, which is responsible for development and delivery of the annual membership conference. She also serves as faculty for CJER. Before joining the AOC in November 2007, Ms. Galdos served as the court executive officer (January 2004-October 2001) and assistant court executive officer (April 2002-December 2003) of the Superior Court of California, County of Monterey, and as the court executive officer (June 1998-March 2002) of the Superior Court of California, County of San Benito. She also was a deputy district attorney, San Benito County District Attorney's Office (October 1990-May 1998). Ms. Galdos has taught paralegal courses at Gavilan Community College (1991-98) and serves as adjunct faculty at San Jose City College. She holds a Juris Doctorate degree from Drake University, an MBA from the University of Phoenix, and a BA in English from the University of California at Davis.

RAY GARFIELD has financed and developed land and buildings for over three decades. He has extensive Wall Street experience collaborating with investment-banking partners, financial advisors, and bond counsel in creating financial structures for construction projects. He has financed and developed over a billion dollars in facilities for public-sector clients. This entailed managing complex corporate relationships and solving political, legal, and financial issues. Mr. Garfield managed the financial services division of Cushman & Wakefield for half of the United States. At Salomon Brothers, Mr. Garfield originated and closed over \$2.5 billion in capital transactions for some of the nation's largest property owners and developers. He participated with his colleagues in the real estate securities division in creating the nation's first commercial-mortgage-backed securities. He came to Salomon Brothers from his role as executive vice president and chief operating officer of Merrill Lynch Commercial Real Estate. Mr. Garfield is a graduate of the United States Naval Academy, a former naval aviator, and a disabled veteran. He is currently a principal with Garfield Traub Development, LLC in Dallas.

ILEEN GERSTENBERGER is a court education professional for the Administrative Office of the Courts' court education services unit and lead educator for the faculty development program. She has served as the lead educator for the superior court judges', district and municipal court judges', district and municipal court managers', and presiding judges' programs, as well as the judicial college and the online search-and-seizure course. Before joining the AOC, she was the director of education in a private school for four years and served 19 years in the criminal justice system in various capacities, including regional training specialist, performance consultant, and management. Additionally Ms. Gerstenberger also has a private training business that specializes in team development and performance improvement training. She has served as consulting trainer with the Washington Corrections Association, National Institute of Corrections, and Washington Criminal Justice Training Commission and is a member of the National Association of State Judicial Educators and the advisory board for the criminal justice program at Pierce Community College. Ms. Gerstenberger earned a B.A. in law and justice and a B.A. in sociology from Central Washington University.

FRANK GREENE, FAIA, principal of Ricci Greene Associates in New York City, is an internationally recognized expert in courts planning and design. He is past chair of the AIA Academy of Architecture for Justice (AAJ), a founding member of the Sustainable Justice initiative of the AIA/AAJ, and is a frequent speaker and writer on justice work. As lead designer and collaborator, his buildings have received many design awards and are well represented in NCSC's *Retrospective of Courthouse Design*.

JOHN HALLACY was elected district court judge for the 10th District Court in Calhoun County, Michigan, in November 2008 and began his term on January 1, 2009. He is responsible for a wide range of cases, including most traffic violations, civil cases with claims up to \$25,000, landlord-tenant matters, misdemeanor criminal cases, small claims, initial arraignment and setting of bond on all criminal cases, and preliminary examinations of felony cases. Judge Hallacy began his legal career when he joined the Calhoun County Prosecutor's Office in 1988 as an assistant prosecuting attorney. He was chief assistant prosecuting attorney from 1991 through the end of 1996, when he was appointed as a member of the Michigan Parole Board. He was a member of the Michigan Parole Board from 1997 through 2000. He was elected as Calhoun County prosecuting attorney in 2000 and was reelected to a second term in 2004. Judge Hallacy was born and raised in Holland, Michigan. He received his Bachelor of Science degree, with a major in criminal justice, in 1985 from Western Michigan University. In 1988 he received his Juris Doctorate Degree from Valparaiso University School of Law.

STEPHANIE HESS is the manager of the case management section of the Supreme Court of Ohio. She graduated from Capital University in 1994. Following graduation, Ms. Hess worked for the Franklin County Court of Common Pleas—General Trial Division as a bailiff to Judge Evelyn Lundberg Stratton and then Judge Lisa Sadler. While working full-time at the court as a bailiff, she enrolled in Capital University Law School and attended part-time evening courses. After obtaining her Juris Doctorate from Capital University in 2001, Ms. Hess became the director of human resources for the court, a position she held until 2005. In January 2006, she joined the case management section as a caseload program manager. Ms. Hess became the manager of the case management section in October 2006. She is licensed to practice law in the State of Ohio, as well as in the United States District Court, Southern District of Ohio. She is a member of the Ohio State Bar Association, the National Association for Court Management, the Ohio Association for Court Administration, the Ohio Association of Municipal/County Court Clerks, and the Ohio Jury Management Association. She also serves as a faculty member for the National Center for State Courts' Institute for Court Management.

KENNETH JANDURA has over 24 years' experience in the field of justice planning and design. His experience includes participation in several P3 projects, and he is considered an expert in the judicial field. In addition to project experience, Mr. Jandura was a co-presenter at the 2009 AIA Design DC conference, "Bringing New Life of Old Buildings." He was a co-chair and presenter at the 2007 AIA Justice Conference, "Breaking New Ground in Justice: Innovations in Design, Construction, and Operations." He has served as an adjunct faculty member for the Institute for Court Management, where he conducted a seminar on "Building a Better Courthouse" in April 2003 in Denver. He has also written articles for leading justice magazines and wrote a chapter on courthouse security for *Building Security: Handbook for Architectural Planning and Design* published by McGraw Hill in 2004. Mr. Jandura is a principal and justice-market-sector leader with AECOM's Washington, D.C. office.

CHARLOTTE JERRETT has served 17 years with the Office of the State Courts Administrator for the Florida State Courts System. In her current capacity, she serves as the director of administrative services and is responsible for developing and administering budgetary, financial, and procurement policies for a system with a budget in excess of \$500 million. Ms. Jerrett serves as primary staff to the Trial Court and District Court of Appeal Budget Commissions. She was instrumental in developing the budgetary structure and administrative implementation plan for the transition of the trial courts from a county-funded system to a unified state-funded system. She is a registered lobbyist with the Florida legislature and advances the interests of the judiciary during legislative sessions. Ms. Jerrett serves as faculty for the Florida College of Advanced Judicial Studies, specializing in budget policy and Florida's legislative process. She is a graduate of Florida State University with an undergraduate degree in accounting and a Master of Business Administration.

DEBORAH KING is currently a special projects administrator for the Arizona Supreme Court, Education Services Division of the Administrative Office of the Courts (AOC). She has served within the AOC for 23 years. Working with the Court Leadership Institute of Arizona, Ms. King is leading a team of subject-matter experts, court leaders, and curriculum developers to create supervisory, manager, and executive training programs for Arizona's current and emerging leaders. Previously, she served as the AOC's training and organizational development officer within the Human Resources Division, where she conducted process improvement analysis; developed organizational interventions and system improvements; conducted statewide strategic planning for courts and judicial committees; and developed and facilitated over 38 programs covering topics from ethics to management training. She has also served as faculty for court and probation associations and for the Arizona Judicial Conference, probation officer certification program, judicial staff conferences, and numerous train-the-trainer programs. Ms. King has served as project manager for statewide training implementations for the American with Disabilities Act; Victims' Bill of Rights; Arizona court manager program; new judge orientation; judicial conferences; probation and court staff conferences and academies; and statewide broadcasts. She received her degree from Arizona State University in psychology, is a certified instructor for Achieve Global management programs, the National Center for State Courts' Institute for Court Management, the National Curriculum Training Institute, and the Arizona Government University, management, instructional design, and indemnity programs.

PHILLIP KNOX is the general jurisdiction courts administrator for the Superior Court of Arizona in Maricopa County. Mr. Knox assumed his most recent duties in April 2007. He spent four years as the deputy court administrator and six years as the family court administrator. Before his assignment in family court he worked as a general court operations administrator for the superior court; deputy court administrator in the Maricopa County Justice Courts; pretrial director in Yuma County, Arizona; and as a supervisor with the pretrial services program in Harris County, (Houston) Texas. Mr. Knox attended law school in Texas and holds master's degrees in public administration and criminal justice management. He is faculty for the National Center for State Courts and is a director on the board of NACM. He has served as consultant to the California AOC while assisting with the Unified Courts for Families Project in that state. He is a Fellow of the Institute for Court Management (May 2000). He has received numerous awards, including the Child Advocates Inc. Speakers Bureau Appreciation Award, the Arizona Family Support Council President's Award, and the ICM Director's Award of Merit for Applied Research for his study "Internal and External Barriers to the Implementation of an Integrated Family Court: A Look at Family Courts that Work."

TOM LANGHORNE is a former law clerk and director of judicial education for the Virginia Supreme Court. He has also worked as a trial attorney. As a court consultant, Mr. Langhorne has trained over 5,000 judges and court personnel. The United Nations selected him to lead an international delegation to evaluate Serbia's progress in democratic court reform. He has served as consultant and faculty to the National Judicial College, the National Council of Juvenile and Family Court Judges, the National Center for State Courts, the National District Attorneys Association, and the International Conference on Judicial Training, among others. Mr. Langhorne received the Virginia Supreme Court's Distinguished Service Award for his contributions to advance judicial branch education. He is a past NASJE president and current NACM member. He has served as adjunct professor of the University of Richmond, Virginia Law School, and Michigan State's judicial administration program. Active in community leadership, Mr. Langhorne has served on the United Way's Council, State Board of Directors for Prevent Child Abuse Virginia, and the YMCA's Executive Board. His Web site is www.LanghorneGroups.com.

EMY LÓPEZ is the Colorado court interpreter program administrator, is a certified Spanish interpreter, and is responsible for the development and implementation of policies relating to court interpreters in Colorado. Ms. López also organizes training for interpreters and subsequent certification testing, manages Colorado's interpreter budget, trains at all levels of the judicial branch regarding the role and responsibilities of court interpreters, and chairs the Colorado Court Interpreter Oversight Committee. In addition to her duties for the Colorado courts, Ms. López chairs the Technical Committee of the Consortium for Language Access in the Courts, which oversees matters related to test development, test administration, test ratings, and test overviews, statistics, and psychometric analyses. She has over 15 years of experience as an interpreter both in Spain and in the United States. She previously worked as managing interpreter in Denver District Court, as a freelance medical and legal interpreter, and as a bilingual teacher.

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, 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.

JOHN MEEKS is the vice president of the Institute for Court Management at the National Center for State Courts. He was the director of the Supreme Court of Ohio Judicial College from 1996-2006 and a senior attorney at the Supreme Court of Florida Office of the State Court Administrator from 1989-96. A member of the Florida Bar, he practiced law in Pensacola, Florida, from 1985-89. Meeks is a past president of the National Association of State Judicial Educators (August 2006-August 2007). He has also served that organization as president-elect, vice president, Midwest regional director, and chair of the education and bylaws committees, as well as on several other committees, including the mentor committee. Mr. Meeks has been a frequent presenter at state and national judicial branch education programs on the topics of adult education, faculty development, curriculum development, and the Myers-Briggs Type Indicator, which he is qualified to administer.

SANDRA METCALF has held various positions within juvenile justice. Currently, she is the director of the Juvenile Services Division for the 20th Judicial Circuit Court. Ms. Metcalf is the chair of the Program Committee for the Michigan Association of Family Court Administrators and is a founding member of the Michigan Female Responsive Task Force. She has extensive experience as the female-services consultant for the State of Michigan. Ms. Metcalf is a certified trainer on neurobiological gender differences. She has trained professionals on various topics, including neurobiological-brain-based differences between males and females relating to the justice system; female-responsive programming within juvenile justice; grant writing; cutting and self-mutilation; trauma-informed care, mental health disorders and substance abuse; school- and community-based program development; organizational strategic planning; community collaboration; and justice-specific issues on the local, state, and national levels. She is a Court Executive Development Program Fellow through the National Center for State Courts. She has coauthored two books for female offenders; authored Michigan's Female Specific Juvenile Justice Curriculum; and has written a female-specific, HIV/STD, peer-to-peer educational curriculum. In 1994, she established a for-profit corporation, Pro Ed Services, Inc. In 2003, she cofounded Integration by Design, a nonprofit corporation, offering consultation/technical assistance in organizational strategic planning, court management, and community integration.

NORMAN 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 is a past president of the National Association for Court Management 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. norman_meyer@nmcourt.fed.us

MILT NUZUM is director of the Judicial College of the Supreme Court of Ohio. He is a graduate of the Ohio State University College of Pharmacy and received its Distinguished Alumni Award in 1999. He is also a graduate of the Indiana University School of Law. He was formerly a process development engineer for Mead Johnson and Company in its pharmaceutical-manufacturing division. He was partner in the law firm of Addison, Funk & Nuzum and served 13 years on the trial court bench as judge of Marietta Municipal Court. Mr. Nuzum has served as an information technology consultant for the Ohio Office of Information Technology. He formerly served as chairman of the Court Technology Committee of the Ohio Judicial Conference and as chairman of the Technology Standards Subcommittee of the Advisory Committee on Technology and the Courts of the Supreme Court of Ohio. He is a member of the American Judges Association. He has been an active member of its Board of Governors and served several years as editor of *Benchmark*, a quarterly publication of AJA. He also is an active member of the National Association of State Judicial Educators and serves as chair of its Futures Committee.

KIMBERLY PAPILLON is an attorney and senior education specialist at the California Judicial Council's Administrative Office of the Courts in the Education Division. She is the statewide project manager for fairness education for judicial officers and court personnel in California. She has delivered over 90 lectures to the state's judges, appellate justices, and court personnel, 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 multiple national and statewide conferences, including the plenary session for the Statewide Appellate Justices Conference and the National Association of Judicial Educators. She is regular faculty at the National Judicial College. As AOC faculty, she has created and taught courses to judges on the implications of neuroscience, psychology, and implicit association in the analysis of judicial fairness. She worked as an attorney in large law firms representing Fortune 500 Companies, government entities, and tech start-ups. Ms. Papillon served as vice-chair of the California State Bar's Committee on Ethnic and Minority Relations and 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.

APRIL POTTORFF provides expertise in synthesizing user input, which enables her to design court facilities that support the philosophical mission and operations unique to each project. Ms. Pottorff's experience includes planning and design for federal, state, county, and municipal courts. Recent projects include the new Franklin County Court of Common Pleas and the Columbus Municipal Courts Master Plan, Columbus, Ohio; the U.S. Courthouse in Norfolk, Virginia; the Appellate Court Master Plan for State of South Carolina; and the U.S. Courthouse in Nashville, Tennessee. Ms. Pottorff has authored articles and speaks frequently on planning and design issues relevant to justice facilities. She was featured in *Correctional News Magazine* as a leading professional in the justice industry. She chaired American Institute of Architects (AIA) Academy of Architecture for Justice's (AAJ) 2009 National Conference and has served on various AAJ committees. Ms. Pottorff earned a Bachelor of Architecture degree at the University of Kansas and a Masters of Planning in Urban Design at City College, New York. She is an associate principal with RicciGreene Associates. She joined the New York City-based firm in 1993 and has managed their Lexington, Kentucky office since 1999.

LAURA BANKS REED is the director of the D.C. Superior Court Crime Victims Compensation Program. She has served the court in this capacity since 1996, when administration of the Crime Victims Compensation Program was transferred from the D.C. Department of Human Services to D.C. Superior Court. As director, Ms. Reed and her staff have streamlined the application process, established collaborations, and improved the delivery of services to victims in the District of Columbia. Ms. Reed is a graduate of Georgetown University Law Center and a member of the District of Columbia Bar. Ms. Reed was assistant deputy register of wills in the Probate Division of the court from 1990 to 1996 and is active on several court-wide committees. She has served on the Strategic Planning Leadership Council since its establishment in 2001 and has chaired the Management Training Committee since 2002. She has worked as a prosecutor for the D.C. Office of Corporation Counsel in the Welfare Fraud Unit and was in private practice for three years with a focus on the representation of children involved in abuse and neglect proceedings.

MARCUS REINKENSMEYER is the court administrator for the Judicial Branch of Arizona in Maricopa County (Phoenix), serving a jurisdiction of 4 million residents. Previously, he held the posts of superior court administrator, chief deputy court administrator, and director of judicial information systems (JIS) in Maricopa County. Before moving to Arizona in 1991, he served as assistant director of the Administrative Office of the Courts (court services), court administrator (17th Judicial Circuit), assistant superintendent of juvenile detention, and probation officer in Illinois. Mr. Reinkensmeyer is the past president of the National Association for Court Management, former editor of NACM's *Court Manager* journal, and past president of the Arizona Courts Association. He serves on the executive board for the International Association for Court Administration and the editorial board for the *International Journal for Court Administration*. He has served as adjunct faculty for Arizona State University, a presenter, and a court consultant. His articles on court management have appeared in the *Justice System Journal*, *Judicature*, *Judges' Journal*, and other publications. He holds a bachelor's degree from Michigan State University Honors College and a master's degree in public administration from Northern Illinois University. He is a Fellow of the Institute for Court Management of the National Center for State Courts. He received ICM's Award of Merit (1989), the Supreme Court of Arizona's Distinguished Service Award (2003), and NCSC's Warren E. Burger Award of Excellence in Court Administration (2009).

THERESA ROBINSON, BA, MA, ABD is the founder and president of Master Trainer TMR & Associates, a training-consulting firm based in Orlando, Florida, that provides corporate soft-skills training, coaching, keynotes, and management-consulting services in the areas of leadership/management, communications, diversity and inclusion, wellness, presentation/platform skills, and marketing. She has partnered nationally and internationally with corporate audiences from a wide range of Fortune 500 companies including Johnson and Johnson, the Walt Disney Company, Procter and Gamble, Dell, GE, the Coca-Cola Company, Allstate, Exxon Mobil, Tupperware Corporation, KPMG, Accenture, Cisco, AARP, GlaxoSmithKline, and the Estee Lauder Companies. Ms. Robinson's expertise includes corporate training and consulting, keynote speaking, and one-on-one performance coaching. She has also developed training materials, designed curricula, conducted classroom and Web-based instruction and facilitation, and authored book reviews, editorials, and educational materials. She holds a bachelor's degree in English from Howard University and a master's degree in English from Cornell University, where she also completed her doctoral course work. Her affiliations include organizations such as Women Unlimited; Network of Executive Women (NEW); the National Conference for Community and Justice (NCCJ); the National Conference on Race and Equality (NCORE); INROADS; the American Society for Training and Development (ASTD); the National Black MBA Association (NBMBAA); and the International Alliance for Learning (IAL).

LINDA ROMERO-SOLES is an assistant court executive officer for the Stanislaus County Superior Court, a court of general jurisdiction in Modesto, California. She has been with the Stanislaus Superior Court since December 1990, first as an assistant court administrator for the municipal court; upon consolidation of the courts in 1998 she became the chief deputy executive officer. Before working at the Modesto court, Ms. Romero-Soles worked for the U.S. District Court, Central District of California in Los Angeles for 11 years as the director of administrative services. Ms. Romero-Soles has served as faculty on various California AOC conferences and has been a member of various committees. She is also a certified Institute for Court Management trainer with the National Center for State Courts and has served as faculty at California State University Stanislaus. She serves on the boards of NACM and the American Association of University Women, Turlock Branch. In 1999, she was the AAUW Education Fund Name Honoree. She holds a bachelor's degree in criminal justice administration from San Diego State University and a master's degree in public administration with a certificate in judicial administration from the University of Southern California. She is also a Fellow of ICM (2006) and received an ICM Fellowship Grant.

JOSEPH SAWYER has been a member of the National Judicial College's staff since 1986, the distance-learning and technology manager since 1998, and a member of the faculty since 2000. He provides instruction to the faculty on the use of teaching and classroom technologies and on the best methods of educating judges in a distance-learning environment in both synchronous and asynchronous formats. He has developed distance-learning programs for judges on such topics as *Handling Small Claim Cases Effectively*; *Select Criminal Evidence Issues*; *Judicial Education on Substance Abuse: Promoting and Expanding Awareness and Leadership*; *International Kidnapping and the Hague Convention*; *Evidence Challenges for Administrative Law Judges*; *Ethics, Bias, and Judging: Reaching Higher Ground*; and *Ethics, Bias, and the Administrative Law Judge*. He instructs participants on courtroom technology, evidence presentation systems, litigation support software, and technology infrastructure in courtroom design. He is a member of the National Association of State Judicial Educators and serves on their Technology and Diversity committees. In 2004 Mr. Sawyer received the William R. McMahon Award, presented annually by the American Bar Association Judicial Division National Conference of Specialized Court Judges for leadership in the field of technology in the courts. He was a lecturer at the Russian Academy of Justice in Moscow during the summer of 2004. During 2009, Mr. Sawyer taught in Liberia for the ABA Rule of Law Initiative. He was accepted into the Leadership Institute for Judicial Education in 2005. He has also been a faculty member of the State Bar of Nevada since 2002.

LYNN HECHT SCHAFRAN is an attorney specializing in gender discrimination law and the director since 1981 of the National Judicial Education Program to Promote Equality for Women and Men in the Courts, a project of Legal Momentum in cooperation with the National Association of Women Judges. She has designed and presented courses for numerous national, state, and federal judicial colleges in the United States and Canada and created several model judicial education curricula, videos, and DVDs. She is advisor to state supreme court and federal circuit task forces on gender bias in the courts throughout the country. Ms. Schafran is coauthor of the two-day curriculum *Understanding Sexual Violence: The Judicial Response to Stranger and Nonstranger Rape and Sexual Assault*, which has been presented nationwide, and its four-hour DVD version. She is coauthor of a free Web course/resource on the intersection of sexual assault and domestic violence titled *Intimate Partner Sexual Abuse: Adjudicating this Hidden Dimension of Domestic Violence* (available at www.njep-ipsacourse.org), among other Web-based courses. Ms. Schafran has received numerous awards in recognition of her work to eliminate bias in the courts, including the first Distinguished Service Award of the National Association of Women Judges, the Gold Medal of the Foundation for Improvement of Justice, and the American Bar Association Margaret Brent Women Lawyers of Achievement Award. She was the first woman to receive the Francis Rawle Award, given by the American Law Institute American Bar Association Committee on Continuing Professional Education for outstanding achievement in post-admission legal education.

SUZANNE SCHNEIDER has served as DCM (differentiated case management) coordinator for the Circuit Court for Montgomery County, Maryland since July 2009 and also worked for the court in various capacities from 2001 to 2006. She has been a member of the Maryland Bar since 1993 after graduating from Georgetown University Law Center and served as an assistant state's attorney in Maryland from 1994 to 1999. She worked in the former Soviet Union for the American Bar Association's CEELI program from 1999 to 2001, initiating a criminal justice reform program in Uzbekistan as a pro bono volunteer and serving as the first resident country director of the ABA-CEELI rule-of-law development program in the Republic of Georgia. She worked from 2006 to 2007 as a long-term consultant to the UN Office on Drugs and Crime as the lead writer and editor of the Criminal Justice Assessment Toolkit (CJAT). She rewrote *the Alternatives to Imprisonment Handbook*; was the lead drafter of a discussion paper on urban crime for consideration by the UNODC's governing body; and served as an expert for the *Handbook for an Effective Police Response to Violence Against Women*. Ms. Schneider was recruited in 2007 by the International Atomic Energy Agency to develop and implement the legal and administrative mechanisms for the Programme of Action for Cancer Therapy (PACT), IAEA's flagship initiative to create a collaborative response among UN and other international agencies and national governments to address the cancer epidemic in developing countries.

CHARLES B. SCHUDSON is a Wisconsin reserve judge emeritus, an adjunct professor of law, and president of Keynote Seminars, LLC. Judge Schudson graduated from Dartmouth College (Phi Beta Kappa), where he was a Senior Fellow, and from the Wisconsin Law School (law review). He served as a state and federal prosecutor (1975-82), a Wisconsin Circuit Court judge (1982-92), a Wisconsin Court of Appeals judge (1992-2004), senior counsel at von Briesen & Roper, s.c. (2004-06), and general counsel of La Causa, Inc. (2006-09). His numerous honors include the U.S. Justice Department's Award for Superior Performance and the Wisconsin Child Abuse Prevention Certificate of Special Achievement. In 2009, Judge Schudson was awarded a five-year "Senior Specialist" Fulbright Fellowship. He has keynoted conferences throughout the world; testified before congressional committees on battered women, the impact of unemployment on children and families, and child sexual abuse; and has been a featured guest on numerous shows, including *Oprah*. He has served on the faculties of the National Council of Juvenile and Family Court Judges and the National Judicial College and was the Law and Literature Scholar in Residence at Lawrence University in 2007. Judge Schudson was the Scholar in Residence at Universidad Diego Portales Law School in Santiago, Chile (2005); was an international observer for the presidential election in Venezuela (2006); and lectured on child sexual abuse at Universidad Católica in Santiago, Chile, and at Universidad de León Law School in Mexico (2007, 2009). He is a certified mediator and a litigation/appellate consultant.

NOREEN SHARP has worked as a lawyer, administrator, and program developer for both private and governmental organizations. She worked with the Maricopa County Superior Court (Arizona), first developing the Self Service Center for litigants without lawyers and then developing a program for new judges to assist with the transition from lawyering to judging. Ms. Sharp also worked with former governor and attorney general Janet Napolitano as division chief counsel in family protection, specializing in child abuse and neglect cases. Her other contributions include development of a housing program for persons with serious mental illness, acting as counsel to the director of developmental disabilities, litigating poverty-law issues at legal aid, and employment in private law practice. She is a member of the Dominican Sisters of Adrian, Michigan.

DOUG STARR is a seasoned professional with over 15 years of experience in the IT industry, with the last 10 years spent working as both project and program manager in and with courts and justice organizations. In his current role, Mr. Starr is responsible for the overall success of the Missouri Courts Fine Collection Center (FCC) contract. In April 2004, the Missouri Office of the State Court Administrator (OSCA) outsourced the State of Missouri's Fine Collection Center (FCC) to ACS, which provides a centralized processing location for select traffic, conservation, and watercraft citations issued by state courts.

MARTY SULLIVAN is the director of judicial branch education for the Administrative Office of the Courts of Arkansas. He is the current vice-president of NASJE and is the past southeastern regional director and chairman of the Education Committee and has been a NASJE member for nine years. He has also served on the International Committee. As a judicial educator since 2003, Mr. Sullivan has been responsible for the facilitation, planning, and production of continuing legal education programs for court personnel throughout Arkansas, including limited and general jurisdiction courts. As the judicial branch education director, he is responsible for developing all curriculums; conducting needs assessments; evaluating program success; teaching courses; monitoring out-of-state education programs; working with various constituency committees; and writing, submitting, and monitoring grants. Under his leadership, and with a half-million-dollar budget annually, the judicial education division conducts 10 annual conferences and numerous training sessions for 1,000+ employees in the State of Arkansas.

KELLY TAIT is a judicial branch communication consultant and an instructor of communication at the University of Nevada, Reno. She has designed and conducted a variety of communication skills seminars nationally and internationally. Ms. Tait's areas of specialty include courtroom communication skills, communicating with self-represented litigants, fairness issues, intercultural communication, group dynamics and leadership, customer service in the courts, and faculty development. She has taught speech communication (intercultural communication, public speaking, and interpersonal and small-group communication) at the University of Nevada, Reno for 14 years, as well as teaching for the University of Maryland in Heidelberg, Germany. She has been on the faculty of the National Judicial College since 2002; she also has taught for the National Judicial Institute of Canada, National Tribal Judicial Center, Judicial Education Institute of Trinidad and Tobago, National Association of Women Judges, California Judicial Council, and the New York State Judicial Institute, among many other organizations. Ms. Tait is on the National Association of State Judicial Educators (NASJE) Diversity Committee and is the adult education representative on the *NASJE News* Editorial Board. She is one of the coauthors of *Handling Cases Involving Self-Represented Litigants: A National Bench Guide for Judges* (2008).

KARL THOENNES began his career in the courts in Alaska in 1988, serving in Palmer and Anchorage. In 1998 he was appointed a county court administrator in Minnesota's 7th Judicial District, and he has served as administrator for South Dakota's 2nd Judicial Circuit since 2004. Together with Peter Kiefer, he was a regular columnist on ethics in NACM's *Court Manager*. Mr. Thoennes 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 speaking at the Pacific Judicial Council Conference in Guam for a group of Pacific Island nations and territories and a presentation at the World Ethics Forum in Oxford, England, sponsored by the World Bank and the International Institute for Public Ethics. He is currently the primary editor for an international court ethics Web site, www.courthethics.org, and a member of NACM's Ethics Committee, whose work included drafting most recent *Model Code of Conduct for Court Professionals* (2007), and currently leads a project to assemble an international cooperative directory of court videoconferencing sites recently featured in *State Tech Magazine*. He is a Fellow of the Institute for Court Management and holds a master's degree in public administration from the University of Alaska. He completed two graduate seminars in public policy and government in Sapporo, Japan as both a student and guest speaker.

JEAN HOEFER TOAL is the first woman to be elected to the South Carolina Supreme Court and serves as its first female chief justice. She is also the chief advocate for South Carolina's Judicial Automation Project, in which technology initiatives are being integrated into the eight levels of the South Carolina court system. Chief Justice Toal has received numerous awards and is the first recipient of the National Center for State Courts' (NCSC) Sandra Day O'Connor Award for the Advancement of Civics Education. She was instrumental in making South Carolina one of the first pilot states for Justice Sandra Day O'Connor's Web-based iCivics program, and she has encouraged and supported the use of *Justice Case Files*, a graphic-novel series that teaches students how the courts work. Under Chief Justice Toal's leadership, the South Carolina judiciary has implemented three state civics programs: the Class Action Program, which brings middle- and high-school students to the state supreme court to hear oral arguments; the Case of the Month Program, which provides streaming video of a state supreme court case; and the South Carolina Supreme Court Institute, which teaches middle- and high-school social-studies teachers how to bring law to life for their students. Before her election to the South Carolina Supreme Court, Chief Justice Toal worked in private practice for 20 years, appearing in all levels of courts, including the U.S. Supreme Court. She also served in the South Carolina House of Representatives for 13 years.

BRENDA UEKERT, Ph.D. is a principal court research consultant at the National Center for State Courts and has worked extensively in the areas of domestic violence, elder issues, and problem-solving courts. She is the founder and director of NCSC's Center for Elders and the Courts—a national resource to the courts on aging issues, elder abuse, and guardianship. Dr. Uekert is currently developing an elder abuse toolkit for the courts and an elder abuse curriculum for state judicial educators, and is working on a project to update the National Probate Court Standards. She works closely with the Conference of Chief Justices and Conference of State Court Administrators Joint Task Force on Elders and the Courts. She has an undergraduate degree from the University of Wisconsin at Eau Claire and a M.A. and Ph.D. in sociology from Syracuse University.

MARK VANBEVER has served as the Court Administrator for the Eighteenth Judicial Circuit in Florida since 1993. He is a graduate of the University of South Carolina, with majors in management and finance. He holds an MBA from Florida Institute of Technology and is a Fellow with the Institute for Court Management's Court Executive Development Program. Mark worked in the private sector until 1989, before joining local government and then the courts. Mark served on the Florida Trial Court Administrator Education Committee and the Florida Trial Court Budget Commission. He has been an educator at the university level and for the courts since 1977. He has consulted or taught for Florida Institute of Technology, the National Center for State Courts, the National Association for Court Management, the Florida Trial Courts, the Texas and Missouri Associations for Court Administration, and the US Department of Justice.

BRENDA WAGENKNECHT-IVEY, Ph.D. specializes in organizational development and behavior, organizational change and improvement, and high performance teams. Over the past 20 years, Dr. Wagenknecht-Ivey has helped more than 125 private, public, and not-for-profit organizations enhance organizational health and take performance to the next level. Strategic planning, leadership and team development, performance measurement, succession planning/talent management, and innovative change management strategies are among the tools she uses when assisting executives and managers. Dr. Wagenknecht-Ivey has worked with courts of all types across the United States and the South Pacific, and previously held senior staff positions at the National Center for State Courts, Michigan State Court Administrative Office, Mountain States Employer's Council, and the 37th Judicial Circuit Court (Battle Creek, Michigan). She has published numerous articles and guidebooks on strategic planning, executive leadership, managing change, continuous quality improvement, 360-degree feedback, succession planning/talent management, and procedural fairness.

LAWRENCE P. WEBSTER is Principal Court Management Consultant for the National Center for State Courts. He previously managed the JIEM project for SEARCH, served as Delaware's State Court Administrator, Executive Director of Court Technology Programs at the NCSC, and Director of Data Processing for the Utah courts. Mr. Webster has delivered more than 200 seminars, presentations, and courses and has headed or participated in research, education, and consulting projects related to technology in the justice system. He has prepared or assisted with more than 100 books, articles, technical reports, and papers on technology in the courts and justice system. He provides information technology consulting services to courts throughout the United States and internationally, specializing in information technology management; court case management system design and procurement; IT governance; integrated justice governance, planning, and implementation; IT strategic planning; project management; and CIO mentoring. Mr. Webster holds a Master of Science in Judicial Administration from the University of Denver, College of Law, is a fellow of the Institute for Court Management, and is a graduate of ICM's Court Technology Certificate Program.

CHANG-MING YEH has been a judicial facility planner with NCSC since 1987. He has worked extensively in the area of facility and security planning for state and local court systems. His projects include the North Dakota Court Clerk's Offices Facilities Review; Fairfax County, Virginia, Facilities Study; Chesterfield County, Virginia, Family Court Master Plan; York County, Virginia, Facilities Project; Mahoning County, Ohio, Courthouse Security Study; and Savannah, Georgia, Court Space Planning Project. He is the author of the *Americans with Disabilities Act Court Facility Reference Guide* (NCSC 1992). He is also the co-author of *The Courthouse: A Planning and Design Guide for Court Facilities* (NCSC), 1991. He served as a committee member on the Access Issues Task Force, National Court Reporter Association, and as a project advisory committee member of *Strategies for Court Compliance with the Access Provisions of the Americans with Disabilities Act*, American Bar Association. He also served as an advisor for the development of NACM's *Court Security Manual*. Mr. Yeh received a B.S. in architecture and urban planning from Chinese Culture University, Taiwan, and an M.S. in architecture engineering and an M.S. in computer science from the University of Kansas.