



National Association for Court Management

Strengthening Court Professionals

Midyear Board Meeting
Marriott Little Rock – Arkansas Ballroom (Conference Level 3)

Saturday February 9th, 2019

9:00 a.m. – 3:30 p.m.

Please review Committee reports and
other documents in the Board Book, available on the Board [webpage](#)

NOTES

Breakfast will be available in the Concierge Lounge prior to the meeting.
Lunch will be held in the Arkansas Ballroom.

AGENDA

- | | |
|---|----------------------|
| I. President's Report (30 mins.) 9:00 – 9:20 | Paul DeLosh |
| A. Welcome and agenda overview | |
| B. Recap of February 8, 2019 Officer's Meeting | |
| C. Approval of December 11, 2018 Board meeting minutes* | |
| D. Partner updates | |
| a. COSCA Policy Paper | |
| b. NACM/NCJFCJ/NAWJ | |
| c. CCPIO | |
| E. Conference Crisis Plan | |
| F. Conference Announcements – in box | |
| | |
| II. Conference Development Committee Report (10 mins.) 9:20 – 9:30 | Will Simmons |
| A. Summary of Committee report | |
| B. Midyear Conference housekeeping | |
| C. Annual Conference update | |
| D. Annual Conference Rates* | |
| E. Conference Attendance Justification Letter | |
| | |
| III. Vice President Report (20 mins.) 9:30 – 9:50 | T.J. BeMent |
| A. Education Committee Report | |
| B. 2019 Annual Strategic Priorities | |
| | |
| IV. Secretary/Treasurer's Report (15 mins.) 9:50 – 10:05 | Kathy Griffin |
| A. Budget update and financial report | |

Break 10:05 – 10:20 a.m.

- | | |
|--|--------------------------------|
| <p>V. Immediate Past President's Report (30 mins.) 10:20 – 10:50</p> <ul style="list-style-type: none"> A. Past Presidents Committee Update B. Nominations Committee Update C. Board Health Survey | <p>Vicky Carlson</p> |
| <p>VI. Governance Committee Report (30 mins.) 10:50 – 11:20</p> <ul style="list-style-type: none"> A. Summary of committee report B. Operations Manual and Appendices Update * C. Strategic Plan Implementation Tracking* D. Bylaws Change <ul style="list-style-type: none"> - # of Board Directors | <p>Greg Lambard</p> |
| <p>VII. Membership Committee Report (15 mins.) 11:20 – 11:35</p> <ul style="list-style-type: none"> A. Summary of Committee Report | <p>Michelle Dunivan</p> |
| <p>VIII. Communications Committee Report (40 mins.) 11:35 – 12:15</p> <ul style="list-style-type: none"> A. Podcasts* B. Survey Monkey Subscription* C. Records Management & Document Style Policy* D. 2020 Guide E. Webinar F. Website Review G. Social Media H. Court Manager I. Court Express | <p>Alyce Roberts</p> |

Lunch 12:15 – 1:00

- | | |
|---|---|
| <p>IX. Partner Update (15 mins.) 1:00 – 1:30</p> <ul style="list-style-type: none"> . National Center for State Courts . Conference of State Court Administrators | <p><i>Janet Reid/Patti Tobias/Jennifer Haire</i>
<i>Jeff Shorba</i></p> |
| <p>X. New Business/Open Discussion</p> | <p>All</p> |
| <p>XI. Strategic Planning Session</p> <ul style="list-style-type: none"> A. NACM Strategic Planning Powerpoint 2019 B. 2019 NACM Strategic Planning C. July 2018 Membership Map D. The 2018 Membership Marketing Benchmarking Report E. Trends Kiefer and Knox F. Strategic Planning Survey Results G. NACM's Weaknesses-Areas for Improvement H. NACM - what should NACM do in next few years I. Additional Comments-Suggestions | <p>Board</p> |
| <p>XII. Adjourn (no later than 3:30)</p> | |

*Action item

Lunch will be served in the meeting room at 12:15 p.m.



National Association for Court Management

Strengthening Court Professionals

BOARD CONFERENCE CALL

Tuesday, December 11, 2018 – 2:00 PM ET

[GoToMeeting](#) - (872) 240-3212, if needed

MINUTES

PRESENT: Paul DeLosh, Will Simmons, T.J. BeMent, Vicky Carlson, Kathy Griffin, Charleston Carter, Michelle Dunivan, Frank Hardester, Greg Lambard, Tina Mattison, Rick Pierce, Alyce Roberts, Jeffrey Tsunekawa, Angie VanSchoick
NCSC Staff: Janet Reid, Patti Tobias

1. **Welcome** – Paul DeLosh called the meeting to order. Paul noted this was the first time using GoToMeeting for the board call. Alyce Roberts was acknowledged for leading the effort to establish this service for the NACM Board.
 - a. Approval of November 13, 2018 Meeting Minutes. With no corrections or amendments, the minutes were approved as written.
 - b. Open Board Position – Paul noted that there is a board position vacant due to Julie Dybas' retirement. Jeffrey Tsunekawa was welcomed back on the board.
 - i. Determination and process to fill - Paul opened the floor for general discussion regarding filling the position, which would expire at the end of Julie's term in July. With notice to the membership and review of applications, the likelihood of selection would be in February leaving approximately 5 months to serve. In questioning if the same recent Director applicant pool could be used, the Board determined that previous notice only covered the previous vacancy. Therefore, for transparency, the current vacancy would need to be re-posted. Considering the move to reduce the number of board members to 14, as well as likely time remaining for an individual selected to serve, it was determined that the position would not be filled. Will made a motion to not fill the position, Kathy seconded the motion. All in favor, none opposed. The motion carried.
 - ii. 90-day period – The board reviewed the proposed language regarding the 90-day period for eligibility as a draft for the Operations Manual (attached at the end of this document.) Jeffrey commented that consideration of limiting the extension to a one-time extension of time beyond the initial period. Kathy made a motion to approve the policy with an amendment that added language specifying a one-time extension. Jeffrey seconded. The language to revise section 4.3, Board, Duties, of the Operations Manual (pp. 15-16) by adding section 9 to document the 90-day provision and possible extension of service due to a Board member change in employment that makes them ineligible to serve, as approved, follows -

Pursuant to Section 3(b) of Article IV and Section 3(b) of Article V of the NACM

Bylaws, the Board is responsible for filling a vacancy should an officer, other than the President, or board member resign from their position or otherwise become ineligible to serve. If a Board member is unable to serve on the Board due to a change in employment, the member must notify the President in writing noting the date of his/her last date of employment. Upon such notice, a grace period of up to ninety (90) days to remain on the board may be granted upon approval of the remaining board members while actively, in good faith, seeking to secure employment consistent with being a Regular Member of the association. Upon petition, a one-time extension of time beyond the initial extension period may be granted upon approval of the board but may be no later than the start of the next annual conference.

All in favor, none opposed. The motion carried.

2. President-Elect's Report

Will Simmons

- a. Will reported that the Midyear planning is moving forward smoothly. He encouraged everyone to look at the app. A blast went out last week. Outreach to partners is occurring, particularly to Arkansas.
- b. Annual Conference planning is on schedule. 34 proposals were received and have been distributed to the review committee. The committee will meet next Friday. Four of the members are from Las Vegas.

Michelle reported that 2 scholarships were awarded for the Midyear Conference: Edwin Bell and Maria Elena Arvizo-Knight.

Paul talked to the Arkansas State Court Administrator, Marty Sullivan, who shared he plans to register around 25 from his office and he anticipates at least 100 from Arkansas.

Outreach through Will and others has been taking place in Louisiana, Missouri and Tennessee.

3. Vice President's Report

T.J. BeMent

- a. Annual Priorities - Strategic Plan.
In developing the 2019 annual priorities for year three of the NACM Strategic Plan, T.J. discussed the survey results based on feedback received at the Fall Board meeting. Note: Survey results shown during call start on page 7 of these minutes.

SFA#1, Goal 1 – Add top 3

- Engage non-members at conferences, after webinars, non-renewals, etc.
- Create a working group to fully identify reasons why State Associations should engage with NACM
- Increase use of social media for outreach, distribution of materials, etc.

SFA#1, Goal 2 – Add top 4. Michelle stated she is moving forward with the demographic collection and would like to have support from strategic plan.

- Create targeted outreach based on state structure, ECP, type of court, role, etc.
- Develop promo materials on benefits of membership and conferences with video clips, etc. to generate excitement
- Create a justification letter and campaigns to increase conference attendance

- Fully utilize dual membership agreement lists for outreach
- Better use of surveys, opportunities for membership data/demographics collection

SFA#2, Goal 1 – Add top 3

- Establishing emerging leaders program
- Explore variations in education tracks – interactive, Core, credit for attendance, etc.
- Develop a court leadership skills assessment with career-stage learning rubrics

SFA#2, Goal 2 – Add top 3

- Create a “database” of Court Manager and conference session materials by topic and authors
- Develop website landing pages for key topics – SJI Priorities, webinars, etc.
- Create an annual summary of information produced (webinars, guides, website docs, etc.)

SFA#3, Goal 1 – Suggestion was made to accept all 4 with merging of number 3 and 4.

- Create a variety of talking points for members to use for community outreach
- Develop a response of the profession to issues of public trust
- Create opportunities to promote the profession in college programs (5)
- Develop a multi-audience strategy on the role of the profession to share with partners and funding bodies

SFA#4, Goal 1 – Add top 4

- Generate “thank you” notes to committee members for their service and contribution
- Create a structure for forms, agendas, policies with possible numbers assigned to policies
- Generate “thank you” notes to employers noting committee members’ service and contribution
- Better tracking of strategic planning efforts and accomplishments

T.J. asked for any concerns or objections to the rankings as discussed. Hearing none, he will create a final of priorities for distribution to the board.

Will made a motion to accept the revised list of annual strategic priorities for 2019. Angie seconded the motion. All in favor, none opposed. The motion carried.

4. Secretary/Treasurer’s Report

Kathy Griffin

- 2021 Site selection - Kathy reviewed the visits for Midyear and Annual Conference.

Midyear:

Kathy and Valerie Gardner visited Jacksonville, Florida and liked hotel layout and flow. The only drawback was the exhibit hall ceiling height. Room rate was \$169++ if signed by the end of the year. Albuquerque, New Mexico was the second choice. The hotel was old and did not feel it was a choice. Kathy’s recommendation is to go with Jacksonville for Midyear 2021. Kathy made a motion to sign contract with Jacksonville, Florida for Midyear 2021. Frank Hardester seconded the motion. Rick mentioned that we needed to be aware that if

we sign we will have been in the Southeast frequently. Paul mentioned that finding space based on approved matrix to move conferences among the four Regions, it is an ongoing challenge because we are looking so close in. All in favor, none opposed. The motion carried.

Annual:

Kathy and Val visited Milwaukee and San Diego. In San Diego, NACM would have the whole facility. Milwaukee was using two hotels. The conference center was nice. While not in downtown San Diego, there is plenty to with options for easy transportation to downtown. As the prices in San Diego will surely go up after hotel's planned renovation, Kathy proposes that NACM use San Diego for 2021 and Milwaukee for 2022. Kathy made a motion to sign with San Diego for Annual 2021 and Milwaukee for Annual 2022. Greg seconded the motion. All in favor, none opposed. The motion carried.

- b. 2022 Site selection – Kathy will continue to work with Val and Experient to find locations for the 2022 Midyear.
- c. SJI Grant – the grant was accepted. We have not heard about the status of the grant yet.

5. Membership Services

Michelle Dunivan

- a. Moving forward with data and outreach. Alyce has reached out regarding outreach opportunities. Michelle spoke with Communications Committee to have a subcommittee with members on both membership and communications. Leah Huff will represent Communications and Randall Soderquist will represent Membership
- b. Data – have been discussing on phone calls what will be helpful. Jeffrey and Michelle have been discussing open source data and compiling it. Will apply a scoring system to determine who they should target. Want to focus on return on investment.

6. Governance Committee

Greg Lambard

- a. Meeting is scheduled for next week.
- b. Angie VanSchoick will be taking over the operations subcommittee.
- c. Resolutions are officially approved and should be fully implemented.
- d. Greg is going to pull together the State of the Profession speech committee.

7. Communications Committee

Alyce Roberts

- a. Court Express is scheduled for release on February 28 with a copy deadline of February 8. The approved early registration rates for Annual will be included and Jeffrey will hold off distributing newsletter until after annual conference site is launched so people who read the notice and want to take advantage of the rate can register.
- b. Court Manager – Winter edition. All working to getting this edition out. The need to create a new template to accommodate the content of the conference edition was needed. The new template has a one-time cost of less than \$500. Alyce recommends moving forward so we will have the template to use now and into the future. Alyce moved to approve the one-time expenditure of less than \$500 to accommodate Annual Conference content. T.J. made a second. All in favor, none opposed. The motion carried.
Spring edition scheduled for March 26 with a copy deadline of January 8. Looking for article topics and/or authors.
- c. Social media – Kevin Lane has been hosting social media guidelines committee
- d. Website – Report made there has been an uptick in website maintenance and changes. While the new website offers flexibility for NACM to make changes, some items need to be sent to Howell. Latest updates include loading past president accomplishments and past

board of director's page, and some significant changes to the conference videos. In the past, videos were loaded in a hodgepodge fashion creating an unfriendly and frustrating experience for NACM's membership. Jeffrey was thanked for the significant work to date and his continuing efforts to make improvements. A plan is in place to invite members of the communications committee to search out content and identify challenges in finding materials and offer recommendations as to how to improve.

- e. Plain Language guide committee had final meeting on December 6. They are close to having a final version. The plan is to have the final version to the National Center by December 17 to format.
- f. Podcasts – At Fall Board meeting the board discussed the need to develop Podcast Guidelines. Charleston Carter was asked to lead this effort. As NACM has yet to conduct a podcast, the recommendation was made to develop the guidelines once more is learned. In the interim, Alyce developed a Podcast implementation proposal that includes costs and equipment/software requirements and disclaimer. Note: Podcast implementation proposal shown during call start on page 9 of these minutes.

The first podcast will be "Continuity of Operations and Hurricane Michael". First podcast will be mid-late February.

Hearing no objections, this plan will be put in place. Paul approves expenditure of \$207 + \$180 for the podcast. Question regarding this should be a member benefit or for broad exposure. Peter Kiefer believes should be used as marketing tool. After discussion, it was determined that Charleston will create two proposals for discussion.

8. NCSC Report

Janet Reid

- a. Janet mentioned that Michigan District Court Judge Elizabeth Hines received the 2018 William Rehnquist Award
- b. Five people were inducted into the Warren E. Burger Society: CA Superior Court Judge Stephen Baker, retired Exxon Mobil lawyer Jack Balagia, retired NY Chief Judge.

9. Other/New Business

- a. Paul shared that Maureen Conner has been named the recipient of the next Warren Burger Award which will be presented to her by Mary McQueen and Marcus Reinkensmeyer at the Annual Conference in Las Vegas.
- b. Paul met with John Meeks, Patti Tobias, and NACM's incoming Education Consultant, Callie Dietz to discuss the transition of this position. Patti Tobias was credited and thanked for laying out transition plan that includes an in-depth onboarding process in shadowing Patti.
- c. As decided at the Fall Board meeting, Paul discussed the long-standing challenges with using the Center's membership databases, ACGI. One recent challenge was with the conversion to NACM's new website. Another was an effort several years ago to update the membership profile to capture and store more relevant data that was not static to better analyze the makeup of NACM's membership. Paul shared concerns with Mary McQueen who mentioned to Jesse. Jesse and Paul met. Jesse pointed out best place to start is to determine what NACM would like to get out of data. Paul will reach out to Michelle to discuss further. Greg offered to will host a GoToMeeting to show reports with MAACM's newly purchased membership database to provide ideas of what data they capture and how it will be used. It was shared that purchase of any new database would impact system interfaces with conference site, membership and website so getting ideas from how other databases work would be a good start.

10. Adjourn There being no further business, the meeting was adjourned at 3:59 PM ET.



National Association for Court Management

Strengthening Court Professionals

2019 Strategic Planning Priorities – SURVEY RESULTS

SFA #1: Membership – Recruitment, Retention, and Engagement

GOAL 1: NACM's membership will be more diverse and representative of the court profession.

1. Engage non-members at conferences, after webinars, non-renewals, etc.
2. Create a working group to fully identify reasons why State Associations should engage with NACM
 - Expand to include educational representative and other SA officers
 - Add SA committee chairs to NACM committees
 - Assess opportunity for “chapter” designation of SAs
3. Increase use of social media for outreach, distribution of materials, etc.
4. Increase networking at conferences
5. Enhanced use of conference app and its features
6. Increase scholarship fundraising

GOAL 2: NACM will increase opportunities for members to get involved and be active.

1. Create targeted outreach based on state structure, ECP, type of court, role, etc.
2. Develop promo materials on benefits of membership and conferences with video clips, etc. to generate excitement
3. Create a justification letter and campaigns to increase conference attendance
4. Better use of surveys, opportunities for membership data/demographics collection
5. Outreach to retiring members to pass along their membership or identify successor
6. Create database of non-members, SA lists, etc. to include in mass e-mail blasts
7. Establish conference buddy program
8. Enhance peer and mentorship program
9. Assess opportunities for post-conference networking
10. Utilize Past Presidents as mentors
11. Fully utilize dual membership agreement lists for outreach

SFA #2: Education and Resources Provided by NACM

GOAL 1: NACM will increase attendance at, and participation in, its educational activities.

1. Establish emerging leaders program
2. Explore variations in education tracks – interactive, Core, credit for attendance, etc.
3. Develop a court leadership skills assessment with career-stage learning rubrics
4. Create training materials for use by State Associations
5. Develop short 10-15 minute educational programs and/or 1-2 pagers on key topics, CORE, etc.

6. Promote networked learning – sessions, blogs, webinars, podcasts, etc.
7. Assess need and develop a “certification” program for the CORE
8. Host regional one-time special interest offerings or summits (with partners?)

GOAL 2: NACM’s informational resources and materials will be easily accessible, useful and reflective of emerging issues.

1. Create a “database” of *Court Manager* and conference session materials by topic and authors
2. Develop website landing pages for key topics – SJI Priorities, webinars, etc.
3. Create an annual summary of information produced (webinars, guides, website docs, etc.)
4. Conduct survey or data gathering on why members renew, attend conference, etc.

SFA #3: Advocacy for the Profession

GOAL 1: NACM will be an influential and respected voice on behalf of courts and the court management profession.

1. Create a variety of talking points for members to use for community outreach
2. Develop a response of the profession to issues of public trust
3. Create opportunities to promote the profession in college programs
4. Develop a multi-audience strategy on the role of the profession to share with partners and funding bodies

SFA #4: Association Governance

GOAL 1: NACM’s governance is representative, responsive, and effective.

1. Generate “thank you” notes to committee members for their service and contribution
2. Create a structure for forms, agendas, policies with possible numbers assigned to policies
3. Generate “thank you” notes to employers noting committee members’ service and contribution
4. Better tracking of strategic planning efforts and accomplishments
5. Develop a better branding policy for use of logo, font, content, etc.



National Association for Court Management

Strengthening Court Professionals

Podcast Implementation Proposal

December 11, 2018

1. Approve the following one-time costs:

Intro Music Royalty*	\$25
Logo (using NACM's Style Guide)*	\$40
Microphone	\$34
Microphone Interface	\$108
Total	\$207
*Must be approved by Paul DeLosh	

2. Approve a [Libsyn](#) podcast upload service subscription for up to one year:
\$15/mo (\$180 for one year)

If after nine months following NACM's first podcast, NACM is still using the Libsyn podcast upload service, Peter Kiefer will submit a recommendation to the Board as to whether further use of this podcast upload service is necessary beyond the one-year subscription period.

"We should start out by using an upload service like Libsyn, however, Matt Benefiel said, in their Atlanta presentation, that eventually, we should be able to upload ourselves. The cost is about \$15 a month. Libsyn sends us the link which we then post to the NACM website in addition to being able to find the podcast through a topic search on other platforms." Peter Kiefer

3. NACM will use its GoToMeeting subscription at no additional cost to host its podcasts.
4. Approve the first podcast topic: *Continuity of Operations and Hurricane Michael*
5. At the beginning of each podcast, the host will state the following disclaimer:

The views, information, and opinions expressed during this podcast are solely those of the individual presenters and do not necessarily represent the position of the National Association for Court Management.

6. After execution and learning from the first podcast, Charleston Carter will draft Podcast Guidelines and Procedures for the board's consideration at its February 2019 meeting. This document will include:
 - procedures for hosting a podcast using GoToMeeting;
 - a script for podcasts that includes:
 - "viewpoints" disclaimer language
 - announcements that must be included after each podcasts (about NACM membership, future NACM events, where recorded podcasts can be accessed);
 - where recorded podcasts can be found
 - whether podcasts will be limited to the membership or open to the public; if the latter, where NACM podcasts will be stored (NACM website; iTunes, Stitcher, etc.)
 - marketing methods;
 - whether NACM podcasts will be audio, video, or a combination of both; and
 - if podcasts will include a video component, template visual slides for announcements using NACM's Style Guide
 - Topics for consideration



National Association *for* Court Management

Strengthening Court Professionals

Committee Progress Report Form – 2018-2019

Committee: Conference Development Committee

	Report	Due Date	Submission Date
	Fall Progress Report		
X	Midyear Progress Report	January 15, 2019	January 17, 2019
	Annual Progress Report	June 20, 2019	

Project	Project Status	Strategic Priority? (Yes/No)	Discussion Needed? (Yes/No)	Board Action Needed? (Yes/No)	If Yes to discussion or action, please describe what needed
MidYear Conference	Conference Host/Volunteers	No	No	No	
	Welcome Reception	No	No	No	
	Recorded Sessions	No	No	No	
	Surveys (sessions and post conference)	Yes	No	No	
Annual Conference	Call for Proposals Sponsored Sessions		No	No	
	Conference Rates/Names/Casino Theme Roll the Dice (Registering on or before April 12, 2019) Jack Pot (Registering April 13-May 31, 2019) Cash-In (Late - On-site) (Registering 6/1-onward)	Yes	Yes	Yes	Approve conference rate names as suggested by the CDC.

Time needed at meeting for Committee report: 10 mins.

Submitted by: Will Simmons

Date: January 17, 2019



National Association *for* Court Management

Strengthening Court Professionals

Committee Progress Report Form – 2018-2019

Committee: Education

	Report	Due Date	Submission Date
	Fall Progress Report	October 17, 2018	10/05/18
X	Midyear Progress Report	January 15, 2019	01/16/19
	Annual Progress Report	June 20, 2019	

Project	Project Status	Strategic Priority? (Yes/No)	Discussion Needed? (Yes/No)	Board Action Needed? (Yes/No)	If Yes to discussion or action, please describe what needed
Education Committee Task Items	Discussions to date on: Thematic and/or Content-Driven Tracks at Conferences, Review of NACM Strategic Planning efforts, and Members' Education Needs Assessment	Yes	No	No	No action
Conference Development Subcommittee	Mid-year planning complete. Annual proposals reviewed and selections underway	No	Pres-Elect Report	No	
Core Subcommittee	First meeting at the end of October. Curricula under review – Strategic Planning, Accountability and Public Trust	No	No	No	
Resource Working Groups	Planning for #WeToo SJI, guide/webinar, long-range educational planning, resource assessment, conference assessment, etc.	Yes	No	No	

Time needed at meeting for Committee report: 5-10 minutes

Submitted by: T.J. BeMent

Date: January 16, 2018



National Association for Court Management

Strengthening Court Professionals

2019 Strategic Planning Priorities

SFA #1: Membership – Recruitment, Retention, and Engagement

GOAL 1: NACM's membership will be more diverse and representative of the court profession.

1. Engage non-members at conferences, after webinars, non-renewals, etc.
2. Create a working group to fully identify reasons why State Associations should engage with NACM
3. Increase use of social media for outreach, distribution of materials, etc.

GOAL 2: NACM will increase opportunities for members to get involved and be active.

1. Create targeted outreach based on state structure, ECP, type of court, role, etc.
2. Develop promotional materials on benefits of membership and conferences with video clips, etc.
3. Create a justification letter and campaigns to increase conference attendance
4. Make better use of surveys, opportunities for membership data/demographics collection

SFA #2: Education and Resources Provided by NACM

GOAL 1: NACM will increase attendance at, and participation in, its educational activities.

1. Establish an emerging leaders program
2. Explore variations in education tracks – interactive, Core, credit for attendance, etc.
3. Develop a court leadership skills assessment with career-stage learning rubrics

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1. Create a “database” of *Court Manager* and conference session materials by topic and authors
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3. Create an annual summary of information produced (webinars, guides, website docs, etc.)

SFA #3: Advocacy for the Profession

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1. Create a variety of talking points for members to use for community outreach
2. Develop a response of the profession to issues of public trust
3. Create opportunities to promote the profession in college programs, partners, etc.

SFA #4: Association Governance

GOAL 1: NACM's governance is representative, responsive, and effective.

1. Generate “thank you” notes to committee members for their service and contribution
2. Create a structure for forms, agendas, policies with possible numbers assigned to policies
3. Generate “thank you” notes to employers noting committee members' service and contribution
4. Enhance tracking of strategic planning efforts and accomplishments

National Association for Court Management
Statement of Financial Position
As of December 31, 2018

ASSETS

Cash and Cash Equivalents	\$ 81,175.10
Accounts Receivable	3,450.00
Prepaid Expense	12,299.73
Investments	500,996.05
TOTAL ASSETS	\$ 597,920.88

LIABILITIES & NET ASSETS

Liabilities

Accounts Payable	\$ 12,800.97
Deferred Revenue	48,335.00
Total Liabilities	61,135.97

Net Assets

Unrestricted - Other	529,667.33
Unrestricted - Special Projects Fund	7,117.58
Total Net Assets	536,784.91
TOTAL LIABILITIES & NET ASSETS	\$ 597,920.88

These financial statements have not been subjected to an audit, review or compilation engagement, and no assurance is provided on them.
The accompanying notes are an integral part of these financial statements.

National Association for Court Management
Statement of Activities - Budget vs Actual
For the Year Ended December 31, 2018

	YTD	Annual Budget	Variance	% Budget
Revenue				
4000 - Membership Dues/Regular	\$ 144,835.00	\$ 184,375.00	\$ (39,540.00)	79%
4005 - Membership Dues/Associate	7,920.00	7,625.00	295.00	104%
4010 - Membership Dues/Sustaining	4,855.00	3,500.00	1,355.00	139%
4015 - Membership Dues/Retired	1,600.00	1,600.00	-	100%
4025 - Membership Dues/Student	140.00	245.00	(105.00)	57%
4030 - Membership Dues/DUAL	1,800.00	-	1,800.00	0%
4035 - Membership Dues/eLimited	1,640.00	-	1,640.00	0%
4050 - Scholarship Fund	3,498.56	6,500.00	(3,001.44)	54%
4065 - Donations/Other	90,000.00	90,000.00	-	100%
4070 - Interest Income/Regular	33,976.66	-	33,976.66	0%
4080 - Unrealized Gain/Loss	(66,923.42)	-	(66,923.42)	0%
4090 - Fees and Registrations	430,174.90	343,490.00	86,684.90	125%
4095 - In-Kind Registration	23,430.00	-	23,430.00	0%
4100 - Social/Other Income	11,060.00	8,300.00	2,760.00	133%
4110 - Vendor Income	267,315.00	225,000.00	42,315.00	119%
4120 - Sponsorship Income	101,000.00	80,000.00	21,000.00	126%
4130 - Grant Income	56,224.83	137,050.00	(80,825.17)	41%
4140 - Advertising Income	11,035.50	16,500.00	(5,464.50)	67%
4150 - Publication Sales	1,106.74	500.00	606.74	221%
Total Revenue	1,124,688.77	1,104,685.00	20,003.77	102%
Expense				
5100 - Travel/General	36,008.64	53,000.00	(16,991.36)	68%
5105 - Travel/President	17,422.85	20,000.00	(2,577.15)	87%
5110 - Travel/Officer	865.69	1,500.00	(634.31)	58%
5120 - Travel/Site Visit	747.94	4,000.00	(3,252.06)	19%
5125 - Travel/Association Serv.	10,315.95	20,000.00	(9,684.05)	52%
5130 - SJI Speaker Travel	5,974.84	-	-	0%
5200 - Honoraria	27,025.16	25,000.00	2,025.16	108%
5300 - Conference Expenses	179,346.39	135,500.00	43,846.39	132%
5310 - Food and Beverages	210,235.19	238,000.00	(27,764.81)	88%
5320 - Audio Visual	59,145.80	58,350.00	795.80	101%
5400 - President's Discretionary	2,591.25	2,500.00	91.25	104%
5500 - Committee Expenses	140.07	2,700.00	(2,559.93)	5%
5600 - Scholarships	6,765.00	8,000.00	(1,235.00)	85%
5650 - Awards	583.06	2,200.00	(1,616.94)	27%
5700 - Presidents Gifts	611.44	-	611.44	0%
6000 - Telephone	3,069.86	4,200.00	(1,130.14)	73%
6010 - Webinars	3,859.83	1,600.00	2,259.83	241%
6100 - Conference Calls	-	-	-	0%
6200 - Postage	3,857.63	6,000.00	(2,142.37)	64%
6300 - Printing/Photocopying	11,310.00	13,250.00	(1,940.00)	85%
6400 - Office Supplies	108.69	600.00	(491.31)	18%
6410 - LinkedIn	400.00	4,000.00	(3,600.00)	10%
6500 - Insurance Expense	7,613.32	7,500.00	113.32	102%
6600 - Consultant	46,667.30	45,850.00	817.30	102%
6610 - Audit Fee	2,885.00	1,500.00	1,385.00	192%
6700 - Website Devp/Internet Exp	31,204.76	32,205.00	(1,000.24)	97%
6800 - Credit Card Fees	13,990.76	15,000.00	(1,009.24)	93%
6810 - Licenses & Fees	153.00	170.00	(17.00)	90%
6820 - Admin Supp/Contract Fee	391,481.54	376,983.50	14,498.04	104%
7000 - Grant Match-Travel	5,150.63	16,500.00	(11,349.37)	31%
7010 - Grant Match-Honorarium	18,254.84	7,000.00	11,254.84	261%
7020 - Grant Match-Audio Visual	71,225.89	58,200.00	13,025.89	122%
7030 - Grant Match-Admin Support	66,525.96	66,526.50	(0.54)	100%
Total Expense	1,235,538.28	1,227,835.00	7,703.28	101%
Change in Net Assets	(110,849.51)	\$ (123,150.00)	\$ 12,300.49	
Net Assets at beginning of year	647,634.42			
Net Assets at end of year	\$ 536,784.91			

These financial statements have not been subjected to an audit, review or compilation engagement, and no assurance is provided on them.
The accompanying notes are an integral part of these financial statements.

**National Association for Court Management
For the Year Ended December 31, 2018**

Departures from Generally Accepted Accounting Principles (GAAP)

For the annual audit, National Association for Court Management (NACM) prepares financial statements and disclosures in compliance with generally accepted accounting principles (GAAP). For interim reporting, management has determined that the additional cost to prepare fully GAAP compliant interim financial reports outweighs the benefits and prefers to use the savings to support programmatic and operational expenditures. As a result, certain GAAP requirements are not incorporated in the interim financial statements. This is an acceptable and common practice used for the purpose of interim financial reporting for nonprofit organizations. The following lists the significant departures from GAAP for this set of interim financial statements:

1. Substantially all disclosures have been omitted.
2. The Statement of Cash Flows has been omitted.
3. Insurance expense paid in August 2018 covers a period of coverage which extends into 2019. The full amount of premiums was expensed in 2018 and no expense recognition was deferred into 2019.

If the above departures from U.S. GAAP were included in the financial statements, they might influence the user's conclusions about the Organization's financial position, changes in net assets, and cash flows. Accordingly, these financial statements are not designed for those who are not informed about such matters.

**National Association for Court Management
Supplemental Report
For the Year Ended December 31, 2018**

National Association for Court Management
Statement of Functional Revenue and Expense
For the Year Ended December 31, 2018

	Annual Conference	Midyear Conference	Communications	Membership	Guides	Restricted- Special Project Fund	General Operations	Total YTD
4000 - Membership Dues/Regular	\$ -	\$ -	\$ -	\$ 144,835.00	\$ -	\$ -	\$ -	\$ 144,835.00
4005 - Membership Dues/Associate	-	-	-	7,920.00	-	-	-	7,920.00
4010 - Membership Dues/Sustaining	-	-	-	4,855.00	-	-	-	4,855.00
4015 - Membership Dues/Retired	-	-	-	1,600.00	-	-	-	1,600.00
4025 - Membership Dues/Student	-	-	-	140.00	-	-	-	140.00
4030 - Membership Dues/DUAL	-	-	-	1,800.00	-	-	-	1,800.00
4035 - Membership Dues/eLimited	-	-	-	1,640.00	-	-	-	1,640.00
4050 - Scholarship Fund	-	-	-	-	-	1,998.56	1,500.00	3,498.56
4065 - Donations/Other	-	-	-	-	-	-	90,000.00	90,000.00
4070 - Interest Income/Regular	-	-	-	-	-	-	33,976.66	33,976.66
4080 - Unrealized Gain/Loss	-	-	-	-	-	-	(66,923.42)	(66,923.42)
4090 - Fees and Registrations	306,091.90	124,083.00	-	-	-	-	-	430,174.90
4095 - In-Kind Registration	14,505.00	8,925.00	-	-	-	-	-	23,430.00
4100 - Social/Other Income	9,120.00	340.00	-	-	-	-	1,600.00	11,060.00
4110 - Vendor Income	184,600.00	82,715.00	-	-	-	-	-	267,315.00
4120 - Sponsorship Income	83,300.00	17,700.00	-	-	-	-	-	101,000.00
4130 - Grant Income	3,375.00	41,387.33	11,462.50	-	-	-	-	56,224.83
4140 - Advertising Income	-	-	11,035.50	-	-	-	-	11,035.50
4150 - Publication Sales	-	-	665.00	-	441.74	-	-	1,106.74
Total Revenue	600,991.90	275,150.33	23,163.00	162,790.00	441.74	1,998.56	60,153.24	1,124,688.77
Expense								
5100 - Travel/General	(140.77)	-	-	-	-	-	36,149.41	36,008.64
5105 - Travel/President	-	-	-	-	-	-	17,422.85	17,422.85
5110 - Travel/Officer	-	-	-	-	-	-	865.69	865.69
5125 - Travel/Association Serv.	1,629.80	4,895.72	-	-	-	-	3,790.43	10,315.95
5130 - SJI Speaker Travel	5,137.51	837.33	-	-	-	-	-	5,974.84
5200 - Honoraria	24,025.16	3,000.00	-	-	-	-	-	27,025.16
5300 - Conference Expenses	163,904.45	14,433.66	-	-	-	1,008.28	-	179,346.39
5310 - Food and Beverages	137,297.75	60,207.68	-	-	-	-	12,729.76	210,235.19
5320 - Audio Visual	40,200.00	18,150.00	-	-	-	-	795.80	59,145.80
5400 - President's Discretionary	-	-	-	-	-	-	2,591.25	2,591.25
5500 - Committee Expenses	-	-	-	-	-	-	140.07	140.07
5600 - Scholarships	-	-	-	-	-	3,765.00	3,000.00	6,765.00
5650 - Awards	583.06	-	-	-	-	-	-	583.06
5700 - Presidents Gifts	611.44	-	-	-	-	-	-	611.44
6000 - Telephone	-	-	-	-	-	-	3,069.86	3,069.86
6010 - Webinars	-	-	-	-	-	-	3,859.83	3,859.83
6200 - Postage	1,733.26	1,015.27	-	544.82	-	-	564.28	3,857.63
6300 - Printing/Photocopying	25.00	-	11,285.00	-	-	-	-	11,310.00
6400 - Office Supplies/Expense	-	-	-	-	-	-	108.69	108.69
6410 - LinkedIn	-	-	-	400.00	-	-	-	400.00
6500 - Insurance Expense	1,686.25	760.80	-	-	-	-	5,166.27	7,613.32
6600 - Consultant	14,837.50	19,550.00	12,279.80	-	-	-	-	46,667.30
6610 - Audit Fee	-	-	-	-	-	-	2,885.00	2,885.00
6700 - Website Devp/Internet Exp	-	-	27,766.91	-	-	-	3,437.85	31,204.76
6800 - Credit Card Fees	-	-	-	-	-	-	13,990.76	13,990.76
6810 - Licenses & Fees	128.00	-	-	-	-	-	25.00	153.00
6820 - Admin Supp/Contract Fee	-	-	-	-	-	-	391,481.54	391,481.54
7000 - Grant Match-Travel	4,310.80	839.83	-	-	-	-	-	5,150.63
7010 - Grant Match-Honorarium	8,029.84	10,225.00	-	-	-	-	-	18,254.84
7020 - Grant Match-Audio Visual	44,848.22	26,377.67	-	-	-	-	-	71,225.89
7030 - Grant Match-Admin Support	-	-	-	-	-	-	66,525.96	66,525.96
Total Expense	448,847.27	160,292.96	51,331.71	944.82	-	4,773.28	569,348.24	1,235,538.28
Change in Net Assets	\$ 152,144.63	\$ 114,857.37	\$ (28,168.71)	\$ 161,845.18	\$ 441.74	\$ (2,774.72)	\$ (509,195.00)	\$ (110,849.51)

National Association for Court Management
Statement of Functional Revenue and Expense By Class
For the Year Ended December 31, 2018

Class Code:	Annual Conference- SJI Grant 1010	Annual Conference- Education 1020	Annual Conference- Planning 1030	Annual Conference- Events 1040	Annual Conference- Vendors 1050	Total Annual Conference 1000	Annual Conference Budget	Annual Conference % of Budget
Revenue								
4000 - Membership Dues/Regular	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%
4005 - Membership Dues/Associate	-	-	-	-	-	-	-	0%
4010 - Membership Dues/Sustaining	-	-	-	-	-	-	-	0%
4015 - Membership Dues/Retired	-	-	-	-	-	-	-	0%
4025 - Membership Dues/Student	-	-	-	-	-	-	-	0%
4030 - Membership Dues/DUAL	-	-	-	-	-	-	-	0%
4035 - Membership Dues/eLimited	-	-	-	-	-	-	-	0%
4050 - Scholarship Fund	-	-	-	-	-	-	-	0%
4065 - Donations/Other	-	-	-	-	-	-	-	0%
4070 - Interest Income/Regular	-	-	-	-	-	-	-	0%
4080 - Unrealized Gain/Loss	-	-	-	-	-	-	-	0%
4090 - Fees and Registrations	-	-	-	306,091.90	-	306,091.90	265,590.00	115%
4095 - In-Kind Registration	14,505.00	-	-	-	-	14,505.00	-	0%
4100 - Social/Other Income	-	-	-	9,120.00	-	9,120.00	8,000.00	114%
4110 - Vendor Income	-	-	-	-	184,600.00	184,600.00	175,000.00	105%
4120 - Sponsorship Income	-	-	-	-	83,300.00	83,300.00	62,500.00	133%
4130 - Grant Income	3,375.00	-	-	-	-	3,375.00	91,500.00	4%
4140 - Advertising Income	-	-	-	-	-	-	-	0%
4150 - Publication Sales	-	-	-	-	-	-	-	0%
Total Revenue	17,880.00	-	-	315,211.90	267,900.00	600,991.90	602,590.00	100%
Expense								
5100 - Travel/General	-	-	-	(140.77)	-	(140.77)	5,000.00	-3%
5105 - Travel/President	-	-	-	-	-	-	-	0%
5110 - Travel/Officer	-	-	-	-	-	-	-	0%
5120 - Travel/Site Visit	-	-	-	-	-	-	-	0%
5125 - Travel/Association Serv.	-	-	158.90	1,470.90	-	1,629.80	10,000.00	16%
5130 - SJI Speaker Travel	5,137.51	-	-	-	-	5,137.51	-	0%
5200 - Honoraria	24,025.16	-	-	-	-	24,025.16	20,000.00	120%
5300 - Conference Expenses	-	5,114.49	5,998.99	146,318.54	6,472.43	163,904.45	127,000.00	129%
5310 - Food and Beverages	-	-	87,297.75	50,000.00	-	137,297.75	175,000.00	78%
5320 - Audio Visual	40,200.00	-	-	-	-	40,200.00	40,200.00	100%
5400 - President's Discretionary	-	-	-	-	-	-	-	0%
5500 - Committee Expenses	-	-	-	-	-	-	-	0%
5600 - Scholarships	-	-	-	-	-	-	-	0%
5650 - Awards	-	-	-	583.06	-	583.06	2,200.00	27%
5700 - Presidents Gifts	-	-	-	611.44	-	611.44	-	0%
6000 - Telephone	-	-	-	-	-	-	-	0%
6010 - Webinars	-	-	-	-	-	-	-	0%
6100 - Conference Calls	-	-	-	-	-	-	-	0%
6200 - Postage	-	-	1,733.26	-	-	1,733.26	2,000.00	87%
6300 - Printing/Photocopying	-	-	25.00	-	-	25.00	100.00	25%
6400 - Office Supplies/Expense	-	-	-	-	-	-	-	0%
6410 - LinkedIn	-	-	-	-	-	-	-	0%
6500 - Insurance Expense	-	-	1,686.25	-	-	1,686.25	2,000.00	84%
6600 - Consultant	14,837.50	-	-	-	-	14,837.50	26,300.00	56%
6610 - Audit Fee	-	-	-	-	-	-	-	0%
6700 - Website Devp/Internet Exp	-	-	-	-	-	-	-	0%
6800 - Credit Card Fees	-	-	-	-	-	-	-	0%
6810 - Licenses & Fees	-	-	128.00	-	-	128.00	-	0%
6820 - Admin Supp/Contract Fee	-	-	-	-	-	-	125.00	0%
7000 - Grant Match-Travel	2,065.71	2,245.09	-	-	-	4,310.80	12,500.00	34%
7010 - Grant Match-Honorarium	8,029.84	-	-	-	-	8,029.84	5,000.00	161%
7020 - Grant Match-Audio Visual	-	44,848.22	-	-	-	44,848.22	40,200.00	112%
7030 - Grant Match-Admin Support	-	-	-	-	-	-	-	0%
Total Expense	94,295.72	52,207.80	97,028.15	198,843.17	6,472.43	448,847.27	467,625.00	96%
Change in Net Assets	\$ (76,415.72)	\$ (52,207.80)	\$ (97,028.15)	\$ 116,368.73	\$ 261,427.57	\$ 152,144.63	\$ 134,965.00	

National Association for Court Management
Statement of Functional Revenue and Expense By Class
For the Year Ended December 31, 2018

Class Code:	Mid Year Conference- SJI Grant 1510	Mid Year Conference- Education 1520	Mid Year Conference- Planning 1530	Mid Year Conference- Events 1540	Mid Year Conference- Vendors 1550	Total Midyear Conference 1500	Mid Year Conference Budget	Mid Year Conference % of Budget
Revenue								
4000 - Membership Dues/Regular	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0%
4005 - Membership Dues/Associate	-	-	-	-	-	-	-	0%
4010 - Membership Dues/Sustaining	-	-	-	-	-	-	-	0%
4015 - Membership Dues/Retired	-	-	-	-	-	-	-	0%
4025 - Membership Dues/Student	-	-	-	-	-	-	-	0%
4030 - Membership Dues/DUAL	-	-	-	-	-	-	-	0%
4035 - Membership Dues/eLimited	-	-	-	-	-	-	-	0%
4050 - Scholarship Fund	-	-	-	-	-	-	-	0%
4065 - Donations/Other	-	-	-	-	-	-	-	0%
4070 - Interest Income/Regular	-	-	-	-	-	-	-	0%
4080 - Unrealized Gain/Loss	-	-	-	-	-	-	-	0%
4090 - Fees and Registrations	-	-	-	124,083.00	-	124,083.00	77,900.00	159%
4095 - In-Kind Registration	8,925.00	-	-	-	-	8,925.00	0.00	0%
4100 - Social/Other Income	-	-	-	340.00	-	340.00	300.00	113%
4110 - Vendor Income	-	-	-	-	82,715.00	82,715.00	50,000.00	165%
4120 - Sponsorship Income	-	-	-	-	17,700.00	17,700.00	17,500.00	101%
4130 - Grant Income	41,387.33	-	-	-	-	41,387.33	45,550.00	91%
4140 - Advertising Income	-	-	-	-	-	-	-	0%
4150 - Publication Sales	-	-	-	-	-	-	-	0%
Total Revenue	50,312.33	-	-	124,423.00	100,415.00	275,150.33	191,250.00	144%
Expense								
5100 - Travel/General	-	-	-	-	-	-	3,000.00	0%
5105 - Travel/President	-	-	-	-	-	-	-	0%
5110 - Travel/Officer	-	-	-	-	-	-	-	0%
5120 - Travel/Site Visit	-	-	-	-	-	-	-	0%
5125 - Travel/Association Serv.	-	-	-	4,895.72	-	4,895.72	7,500.00	65%
5130 - SJI Speaker Travel	837.33	-	-	-	-	837.33	-	0%
5200 - Honoraria	3,000.00	-	-	-	-	3,000.00	5,000.00	60%
5300 - Conference Expenses	-	-	-	9,076.00	5,357.66	14,433.66	8,500.00	170%
5310 - Food and Beverages	-	-	-	60,207.68	-	60,207.68	53,000.00	114%
5320 - Audio Visual	18,000.00	-	-	-	150.00	18,150.00	18,150.00	100%
5400 - President's Discretionary	-	-	-	-	-	-	-	0%
5500 - Committee Expenses	-	-	-	-	-	-	-	0%
5600 - Scholarships	-	-	-	-	-	-	-	0%
5650 - Awards	-	-	-	-	-	-	-	0%
5700 - Presidents Gifts	-	-	-	-	-	-	-	0%
6000 - Telephone	-	-	-	-	-	-	-	0%
6010 - Webinars	-	-	-	-	-	-	-	0%
6100 - Conference Calls	-	-	-	-	-	-	-	0%
6200 - Postage	-	-	-	1,015.27	-	1,015.27	1,500.00	68%
6300 - Printing/Photocopying	-	-	-	-	-	-	600.00	0%
6400 - Office Supplies/Expense	-	-	-	-	-	-	-	0%
6410 - LinkedIn	-	-	-	-	-	-	-	0%
6500 - Insurance Expense	-	-	760.80	-	-	760.80	-	0%
6600 - Consultant	19,550.00	-	-	-	-	19,550.00	19,550.00	100%
6610 - Audit Fee	-	-	-	-	-	-	-	0%
6700 - Website Devp/Internet Exp	-	-	-	-	-	-	-	0%
6800 - Credit Card Fees	-	-	-	-	-	-	-	0%
6810 - Licenses & Fees	-	-	-	-	-	-	-	0%
6820 - Admin Supp/Contract Fee	-	-	-	-	-	-	-	0%
7000 - Grant Match-Travel	-	839.83	-	-	-	839.83	4,000.00	21%
7010 - Grant Match-Honorarium	8,925.00	1,300.00	-	-	-	10,225.00	2,000.00	511%
7020 - Grant Match-Audio Visual	-	26,377.67	-	-	-	26,377.67	18,000.00	147%
7030 - Grant Match-Admin Support	-	-	-	-	-	-	-	0%
Total Expense	50,312.33	28,517.50	760.80	75,194.67	5,507.66	160,292.96	140,800.00	114%
Change in Net Assets	\$ -	\$ (28,517.50)	\$ (760.80)	\$ 49,228.33	\$ 94,907.34	\$ 114,857.37	\$ 50,450.00	

National Association for Court Management
Statement of Functional Revenue and Expense By Class
For the Year Ended December 31, 2018

Class Code:	Communications 2000	Communications- SJI Grant 2010	Court Manager 2020	Court Express 2030	Membership 3000	Guides 4000	Restricted-Special Project Fund 6000	General Operations 9000	Total Other	Other Class Budget	Other Class % of Budget
Revenue											
4000 - Membership Dues/Regular	\$ -	\$ -	\$ -	\$ -	\$ 144,835.00	\$ -	\$ -	\$ -	\$ 144,835.00	\$ 184,375.00	79%
4005 - Membership Dues/Associate	-	-	-	-	7,920.00	-	-	-	7,920.00	7,625.00	104%
4010 - Membership Dues/Sustaining	-	-	-	-	4,855.00	-	-	-	4,855.00	3,500.00	139%
4015 - Membership Dues/Retired	-	-	-	-	1,600.00	-	-	-	1,600.00	1,600.00	100%
4025 - Membership Dues/Student	-	-	-	-	140.00	-	-	-	140.00	245.00	57%
4030 - Membership Dues/DUAL	-	-	-	-	1,800.00	-	-	-	1,800.00	-	0%
4035 - Membership Dues/eLimited	-	-	-	-	1,640.00	-	-	-	1,640.00	-	0%
4050 - Scholarship Fund	-	-	-	-	-	-	1,998.56	1,500.00	3,498.56	6,500.00	54%
4065 - Donations/Other	-	-	-	-	-	-	-	90,000.00	90,000.00	90,000.00	100%
4070 - Interest Income/Regular	-	-	-	-	-	-	-	33,976.66	33,976.66	-	0%
4080 - Unrealized Gain/Loss	-	-	-	-	-	-	-	(66,923.42)	(66,923.42)	-	0%
4090 - Fees and Registrations	-	-	-	-	-	-	-	-	-	-	0%
4095 - In-Kind Registration	-	-	-	-	-	-	-	-	-	-	0%
4100 - Social/Other Income	-	-	-	-	-	-	-	1,600.00	1,600.00	-	0%
4110 - Vendor Income	-	-	-	-	-	-	-	-	-	-	0%
4120 - Sponsorship Income	-	-	-	-	-	-	-	-	-	-	0%
4130 - Grant Income	-	11,462.50	-	-	-	-	-	-	11,462.50	-	0%
4140 - Advertising Income	5,510.50	-	4,525.00	1,000.00	-	-	-	-	11,035.50	16,500.00	67%
4150 - Publication Sales	665.00	-	-	-	-	441.74	-	-	1,106.74	500.00	221%
Total Revenue	6,175.50	11,462.50	4,525.00	1,000.00	162,790.00	441.74	1,998.56	60,153.24	248,546.54	310,845.00	80%
Expense											
5100 - Travel/General	-	-	-	-	-	-	-	36,149.41	36,149.41	45,000.00	80%
5105 - Travel/President	-	-	-	-	-	-	-	17,422.85	17,422.85	20,000.00	87%
5110 - Travel/Officer	-	-	-	-	-	-	-	865.69	865.69	1,500.00	58%
5120 - Travel/Site Visit	-	-	-	-	-	-	-	747.94	747.94	4,000.00	19%
5125 - Travel/Association Serv.	-	-	-	-	-	-	-	3,790.43	3,790.43	2,500.00	152%
5130 - SJI Speaker Travel	-	-	-	-	-	-	-	-	-	-	0%
5200 - Honoraria	-	-	-	-	-	-	-	-	-	-	0%
5300 - Conference Expenses	-	-	-	-	-	-	1,008.28	-	1,008.28	-	0%
5310 - Food and Beverages	-	-	-	-	-	-	-	12,729.76	12,729.76	10,000.00	127%
5320 - Audio Visual	-	-	-	-	-	-	-	795.80	795.80	-	0%
5400 - President's Discretionary	-	-	-	-	-	-	-	2,591.25	2,591.25	2,500.00	104%
5500 - Committee Expenses	-	-	-	-	-	-	-	140.07	140.07	2,700.00	5%
5600 - Scholarships	-	-	-	-	-	-	3,765.00	3,000.00	6,765.00	8,000.00	85%
5650 - Awards	-	-	-	-	-	-	-	-	-	-	0%
5700 - Presidents Gifts	-	-	-	-	-	-	-	-	-	-	0%
6000 - Telephone	-	-	-	-	-	-	-	3,069.86	3,069.86	4,200.00	73%
6010 - Webinars	-	-	-	-	-	-	-	3,859.83	3,859.83	1,600.00	241%
6100 - Conference Calls	-	-	-	-	-	-	-	-	-	-	0%
6200 - Postage	-	-	-	-	544.82	-	-	564.28	1,109.10	2,500.00	44%
6300 - Printing/Photocopying	2,725.00	-	8,560.00	-	-	-	-	-	11,285.00	12,550.00	90%
6400 - Office Supplies/Expense	-	-	-	-	-	-	-	108.69	108.69	600.00	18%
6410 - Linkedin	-	-	-	-	400.00	-	-	-	400.00	4,000.00	10%
6500 - Insurance Expense	-	-	-	-	-	-	-	5,166.27	5,166.27	5,500.00	94%
6600 - Consultant	817.30	11,462.50	-	-	-	-	-	-	12,279.80	31,205.00	39%
6610 - Audit Fee	-	-	-	-	-	-	-	2,885.00	2,885.00	1,500.00	192%
6700 - Website Devp/Internet Exp	27,766.91	-	-	-	-	-	-	3,437.85	31,204.76	1,000.00	3120%
6800 - Credit Card Fees	-	-	-	-	-	-	-	13,990.76	13,990.76	15,000.00	93%
6810 - Licenses & Fees	-	-	-	-	-	-	-	25.00	25.00	45.00	56%
6820 - Admin Supp/Contract Fee	-	-	-	-	-	-	-	391,481.54	391,481.54	376,983.50	104%
7000 - Grant Match-Travel	-	-	-	-	-	-	-	-	-	-	0%
7010 - Grant Match-Honorarium	-	-	-	-	-	-	-	-	-	-	0%
7020 - Grant Match-Audio Visual	-	-	-	-	-	-	-	-	-	-	0%
7030 - Grant Match-Admin Support	-	-	-	-	-	-	-	66,525.96	66,525.96	66,526.50	100%
Total Expense	31,309.21	11,462.50	8,560.00	-	944.82	-	4,773.28	569,348.24	626,398.05	619,410.00	101%
Change in Net Assets	\$ (25,133.71)	\$ -	\$ (4,035.00)	\$ 1,000.00	\$ 161,845.18	\$ 441.74	\$ (2,774.72)	\$ (509,195.00)	\$ (377,851.51)	\$ (308,565.00)	

CHECKLIST**National Association for Court Management
Bank Reconciliation**

	Type	Date	Num	Clr	Amount	Balance
Beginning Balance						60,385.54
Cleared Transactions						
Checks and Payments - 7 items						
	General Journal	12/07/2018	DecGL01	√	-16,257.71	-16,257.71
	Bill Pmt -Check	12/07/2018	Check# 7005	√	-5.00	-16,262.71
	General Journal	12/14/2018	DecGL02	√	-1,683.64	-17,946.35
	General Journal	12/21/2018	Dec GL04	√	-14,085.46	-32,031.81
	General Journal	12/28/2018	Dec GL05	√	-1,738.81	-33,770.62
	General Journal	12/31/2018	DecGL09	√	-462.17	-34,232.79
	General Journal	12/31/2018	Dec GL06	√	-30.00	-34,262.79
Total Checks and Payments					-34,262.79	-34,262.79
Deposits and Credits - 9 items						
	Deposit	11/30/2018		√	2,919.60	2,919.60
	Deposit	12/07/2018		√	2,007.00	4,926.60
	Deposit	12/14/2018		√	1,910.00	6,836.60
	Deposit	12/21/2018		√	2,525.00	9,361.60
	Deposit	12/28/2018		√	135.00	9,496.60
	Deposit	12/28/2018		√	8,470.00	17,966.60
	General Journal	12/31/2018	Dec GL06	√	13.51	17,980.11
	General Journal	12/31/2018	Dec GL07	√	135.00	18,115.11
	General Journal	12/31/2018	DecGL09	√	23,464.88	41,579.99
Total Deposits and Credits					41,579.99	41,579.99
Total Cleared Transactions					7,317.20	7,317.20
Cleared Balance					7,317.20	67,702.74
Uncleared Transactions						
Deposits and Credits - 1 item						
	Deposit	12/28/2018			450.00	450.00
Total Deposits and Credits					450.00	450.00
Total Uncleared Transactions					450.00	450.00
Register Balance as of 12/31/2018					7,767.20	68,152.74

50-1.1**TB**



Committee: Past Presidents

Project	Project Status	Strategic Priority? (Yes/No)	Discussion Needed? (Yes/No)	Board Action Needed? (Yes/No)	If Yes to discussion or action, please describe what needed
Meeting	Met with Past Presidents on 12/19/18	N	N	N	
Website Updates	Committee page updated with board accomplishments and board photos for the years we had them. More may be added.				
Operation Manual Changes	Requested Governance Update the Past Presidents Committee Chapter 1 6.3.2.3 – Remove line 6 and add information to Chapter 4.1.5 Immediate Past President’s Duties regarding the Board Health Survey vs. Board Exit Survey	N	N	N	

Page 1 of 2

Submitted by: Vicky Carlson

Date: January 15, 2019



Committee: Nominations

[illegible]

Date: January 15, 2019



National Association *for* Court Management

Strengthening Court Professionals

Committee Progress Report Form – 2018-2019

Committee: _____ Governance _____

	Report	Due Date	Submission Date
	Fall Progress Report	October 17, 2018	
X	Midyear Progress Report	January 15, 2019	
	Annual Progress Report	June 20, 2019	

Project	Project Status	Strategic Priority? (Yes/No)	Discussion Needed? (Yes/No)	Board Action Needed? (Yes/No)	If Yes to discussion or action, please describe what needed
Ethics Committee	The sub-committee has revised the Model Code of Conduct for Court Professionals	Yes	No	No	
Review and draft Resolutions as requested	Possible topics for original resolutions are being discussed	Yes	Yes	No	Looking for a discussion on possible original resolutions that would fit with our strategic plans.
“Voice” of the Profession	The results of the Voice of the Profession survey are being used to help the strategic planning process and the new SOP Address	Yes	No	No	
Develop and present the Annual State of Court Management address	The SOP sub-committee is working on an outline for the address	Yes	Yes	No	The sub-committee would like feedback on the draft address outline

Project	Project Status	Strategic Priority? (Yes/No)	Discussion Needed? (Yes/No)	Board Action Needed? (Yes/No)	If Yes to discussion or action, please describe what needed
In partnership with the Communications Committee develop a communication strategy (including media engagement), to bolster the National Agenda	This project has not progressed. A discussion will occur between the chairs of communication and governance on how to proceed.	Yes	No	No	
Develop and institutionalize an annual process to review and update the Operations Manual and Appendices	The operations manual sub-committee has continued to review the operations manual.	Yes	Yes	Yes	The operations sub-committee is looking for Board approval to proposed edits to the manual.
Track the implementation of the Strategic Plan	Going forward the Governance Committee will provide a report on the progress in implementing the strategic plan, prior to the annual Fall Board meeting for use in the strategic planning discussion.	Yes	No	No	

Time needed at meeting for Committee report: 20-30 mins.

Submitted by: Greg Lambard

Date: January 14, 2019



National Association *for* Court Management

Strengthening Court Professionals

Committee Progress Report Form – 2018-2019

Committee: Membership Committee

	Report	Due Date	Submission Date
	Fall Progress Report		
X	Midyear Progress Report	January 15, 2019	January 14, 2019
	Annual Progress Report	June 20, 2019	

Project	Project Status	Strategic Priority? (Yes/No)	Discussion Needed? (Yes/No)	Board Action Needed? (Yes/No)	If Yes to discussion or action, please describe what needed
ECP – NACM Cares	Local Charity selected for Midyear Conference: Our House (ourhouseshelter.org/)	No	No	No	
ECP – Mentoring & Conference Buddies	Continuing to evaluate ways to solicit and connect conference mentors and mentees.	Yes	No	No	
ECP – Article	ECP continues to be a standing section in the Court Manager with a recent interview with a retiring HR Manager of 32 years from Maricopa County as the most recent.	Yes	No	No	
Int'l – Survey	Survey didn't make it into the November Court Express, but will be included in the February/March edition.	Yes	No	No	
Int'l – Articles	Continued efforts to author articles for publication on interviewing '18 Annual Conference int'l attendees and to provide a summary of the '18 IACA Conference.	Yes	No	No	
Int'l – IACA and	No call since Fall Board meeting, due to	No	Yes	No	

Project	Project Status	Strategic Priority? (Yes/No)	Discussion Needed? (Yes/No)	Board Action Needed? (Yes/No)	If Yes to discussion or action, please describe what needed
NCSC Collaboration	the holidays.				
State Associations	State Associations Subcommittee continues to meet every other month.	Yes	No	No	
Dual Membership	Jeff Chapple has reached to all current Dual Membership associations. As of this report, only one has returned a signed agreement.	Yes	No	No	
Data Analysis	A large and comprehensive membership report was received from ACGI, but in PDF format. Request for data to be provided in a manipulatable file.	Yes	No	No	
LinkedIn Campaign	Continued conversations with the new Social Media Coordinator on unifying social media messaging.	Yes	No	No	
Awards Reviews	Subcommittee offered up recommendations for consolidating into one form the Award of Merit, ECP Award and Perkins Award. Justice Achievement Award was updated and rebranded under a new new: <i>The Enhancing Justice Award</i> .	No	No	No	
Membership Appreciation Week	March 11-15, 2019. Daily activities to drive traffic to the website, more exposure to resources and opportunities to offer candid feedback and suggestions .	Yes	No	No	
Onboarding Emails	Monthly onboarding/welcoming emails continue to be sent to all new members at each month through iContact.com.	Yes	No	No	
Midyear Scholarships	Two scholarships were awarded for the Midyear Conferences. Only two applications were received.	Yes	No	No	

Time needed at meeting for Committee report: 15 minutes

Submitted by: Jeffrey Tsunekawa and Michelle Dunivan

Date: January 14, 2019

NEW MEMBERS TO NACM					
	2014	2015	2016	2017	2018
January	46	37	24	33	41
February	28	34	16	22	11
March	25	30	17	40	31
April	36	30	39	17	23
May	52	65	22	32	40
June	25	36	18	23	21
July	19	15	16	20	9
August	20	11	47	11	6
September	10	11	15	10	17
October	13	23	16	14	11
November	9	10	21	18	12
December	14	16	38	12	29
TOTAL:	297	318	289	252	251

TOTAL MEMBERS					
	2014	2015	2016	2017	2018
January	1716	1713	1747	1755	1791
February	1685	1723	1732	1756	1751
March	1672	1719	1714	1778	1746
April	1708	1731	1727	1769	1743
May	1746	1781	1733	1784	1752
June	1748	1787	1719	1780	1745
July	1734	1747	1679	1754	1715
August	1715	1733	1696	1744	1722
September	1703	1729	1694	1744	1667
October	1695	1734	1694	1744	1646
November	1682	1730	1709	1762	1662
December	1693	1736	1737	1762	1696
Average:	1708.083	1738.583	1715.083	1761	1719.667

DROPPED/PURGED MEMBERS					
	2014	2015	2016	2017	2018
January	-30	-24	-17	-24	-28
February	-67	-36	-37	-30	-56
March	-47	-49	-38	-36	-42
April	-28	-28	-34	-32	-37
May	-44	-31	-25	-23	-44
June	-36	-43	-43	-33	-35
July	-35	-58	-61	-54	-44
August	-42	-31	-34	-30	0
September	-27	-19	-19	-16	-73
October	-25	-23	-17	-19	-35
November	-23	-19	-12	-14	-13
December	-9	-17	-18	-21	-1
TOTAL:	-413	-378	-355	-332	-408

REINSTATED MEMBERS					
	2014	2015	2016	2017	2018
January	12	7	4	9	16
February	8	12	6	9	5
March	9	15	3	18	6
April	28	10	8	6	11
May	30	16	9	6	13
June	13	13	11	6	7
July	2	4	5	8	5
August	3	6	4	9	1
September	5	4	2	6	1
October	4	5	1	5	3
November	1	5	6	14	17
December	6	7	8	9	6
TOTAL:	121	104	67	105	91

	2015	2016	2017	2018	
Jan	37	24	33	41	
Feb	34	16	22	11	
Mar	30	17	40	31	
Apr	30	39	17	23	
May	65	22	32	40	
Jun	36	18	23	21	
Jul	15	16	20	9	
Aug	11	47	11	6	
Sep	11	15	10	17	
Oct	23	16	14	11	
Nov	10	21	18	12	
Dec	16	38	12	29	
New Members	318	289	252	251	CN
Percentage of membership	18%	17%	14%	15%	
Members Jan 1	1713	1736	1737	1762	CS
Members Dec 31	1736	1737	1762	1696	CE
RETENTION RATE	0.8277875	0.834101	0.869315	0.8200908	
	82.78%	83.41%	86.93%	82.00%	

*New Members + New
Complimentary Members

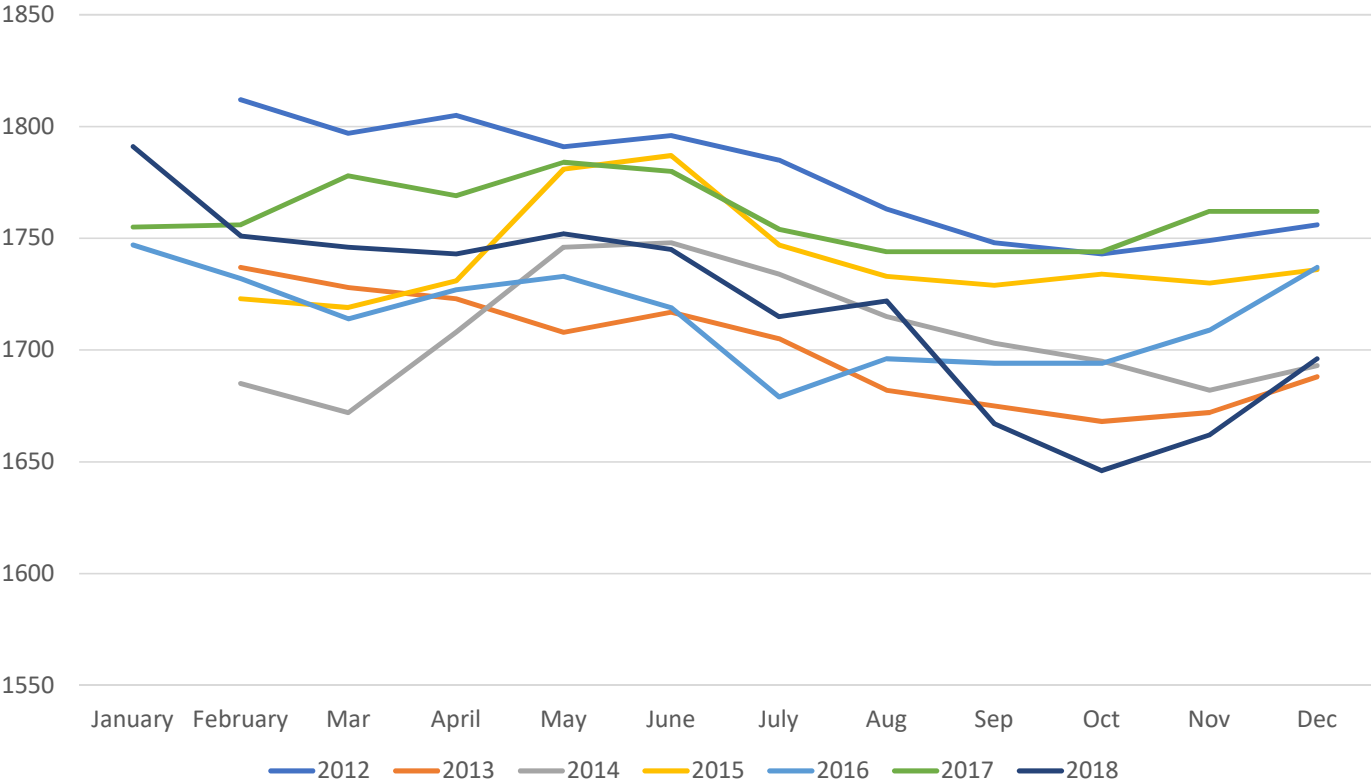
NACM Membersh

2012			2013			2014			2015		
Month	Members	Gain/Loss	Month	Members	Gain/Loss	Month	Members	Gain/Loss	Month	Members	Gain/Loss
January	1808	10	January	1770	14	January	1716	28	January	1713	20
February	1812	4	February	1737	-33	February	1685	-31	February	1723	10
March	1797	-15	March	1728	-9	March	1672	-13	March	1719	-4
April	1805	8	April	1723	-5	April	1708	36	April	1731	12
May	1791	-14	May	1708	-15	May	1746	38	May	1781	50
June	1796	5	June	1717	9	June	1748	2	June	1787	6
July	1785	-11	July	1705	-12	July	1734	-14	July	1747	-40
August	1763	-22	August	1682	-23	August	1715	-19	August	1733	-14
September	1748	-15	September	1675	-7	September	1703	-12	September	1729	-4
October	1743	-5	October	1668	-7	October	1695	-8	October	1734	5
November	1749	6	November	1672	4	November	1682	-13	November	1730	-4
December	1756	7	December	1688	16	December	1693	11	December	1736	6
TOTAL YEAR +/-		-42	TOTAL YEAR +/-		-68	TOTAL YEAR +/-		5	TOTAL YEAR +/-		43

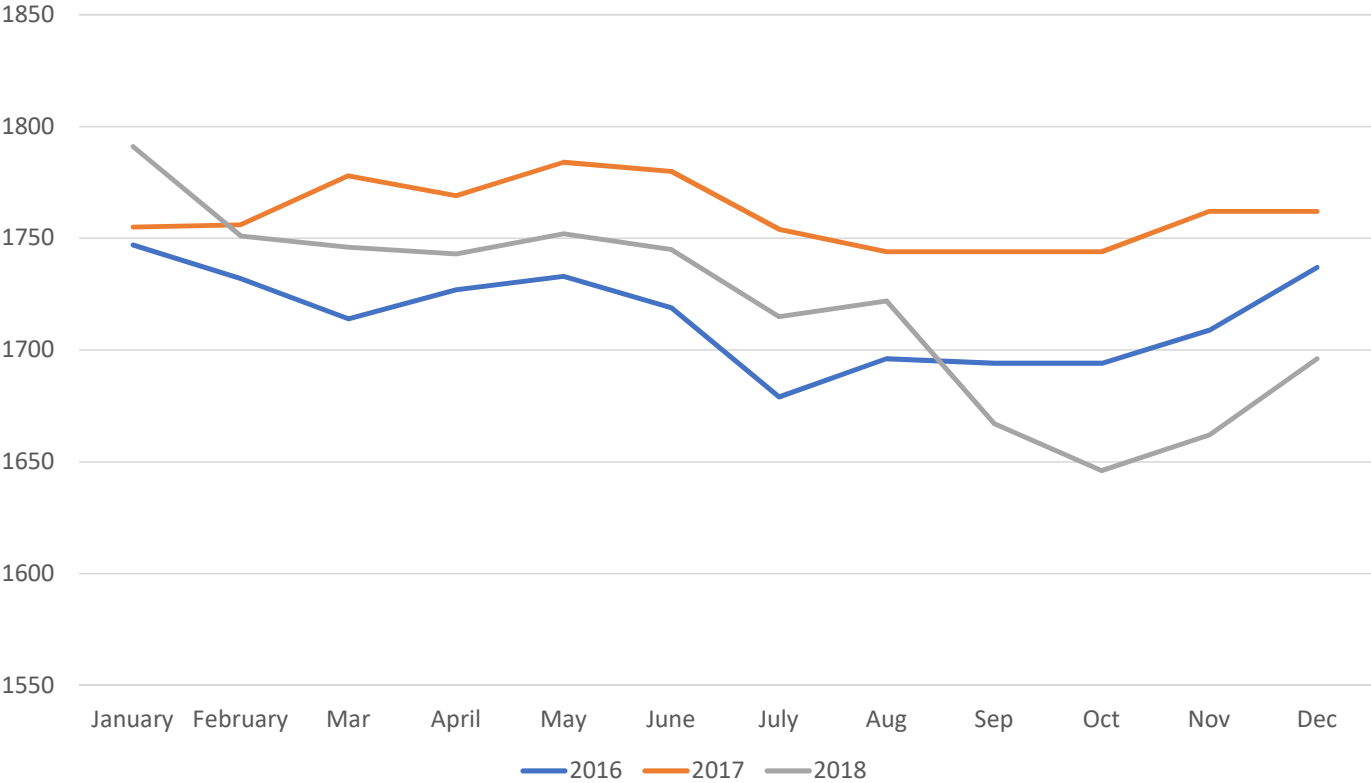
ip Numbers

2016			2017			2018			TOTAL	
Month	Members	Gain/Loss		Members	Gain/Loss		Members	Gain/Loss	Month	Gain/Loss
January	1747	11	January	1755	18	January	1791	29	January	130
February	1732	-15	February	1756	1	February	1751	-40	February	-104
March	1714	-18	March	1778	22	March	1746	-5	March	-42
April	1727	13	April	1769	-9	April	1743	-3	April	52
May	1733	6	May	1784	15	May	1752	9	May	89
June	1719	-14	June	1780	-4	June	1745	-7	June	-3
July	1679	-40	July	1754	-26	July	1715	-30	July	-173
August	1696	17	August	1744	-10	August	1722	7	August	-64
September	1694	-2	September	1744	0	September	1668	-55	September	-95
October	1694	0	October	1744	0	October	1647	-21	October	-36
November	1709	15	November	1762	18	November	1662	16	November	42
December	1737	28	December	1762	0	December	1696	34	December	102
TOTAL YEAR +/-		1	TOTAL YEAR +/-		25	TOTAL YEAR +/-		-66	TOTAL	-102

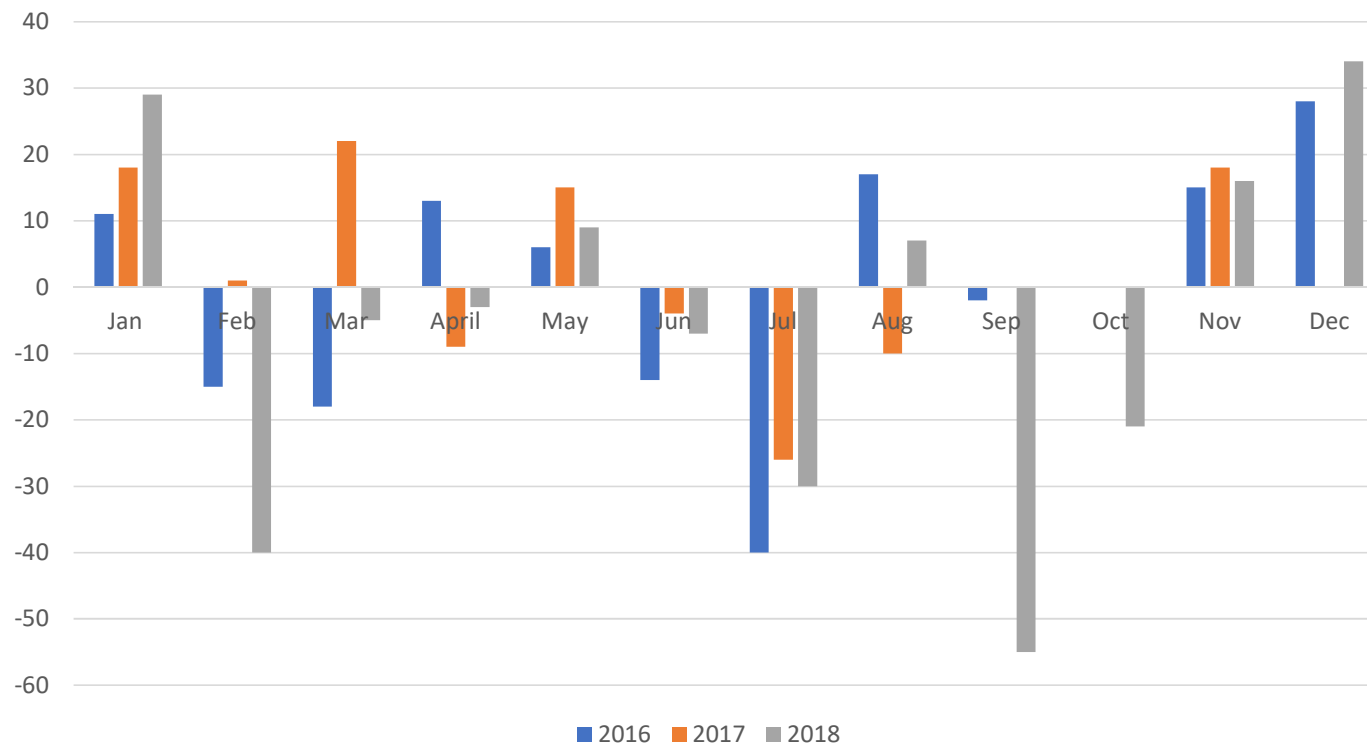
Nacm Membership Trends (Annually)



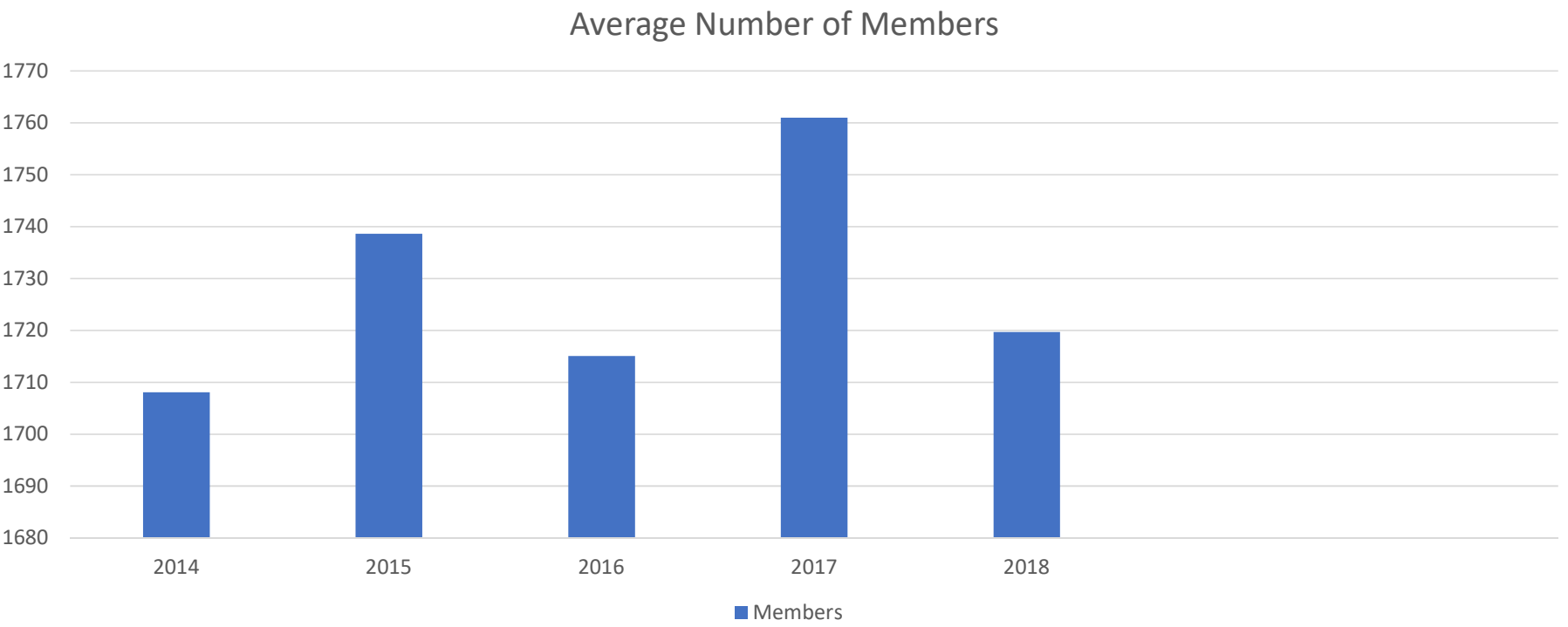
Nacm Membership Trends (Annually)



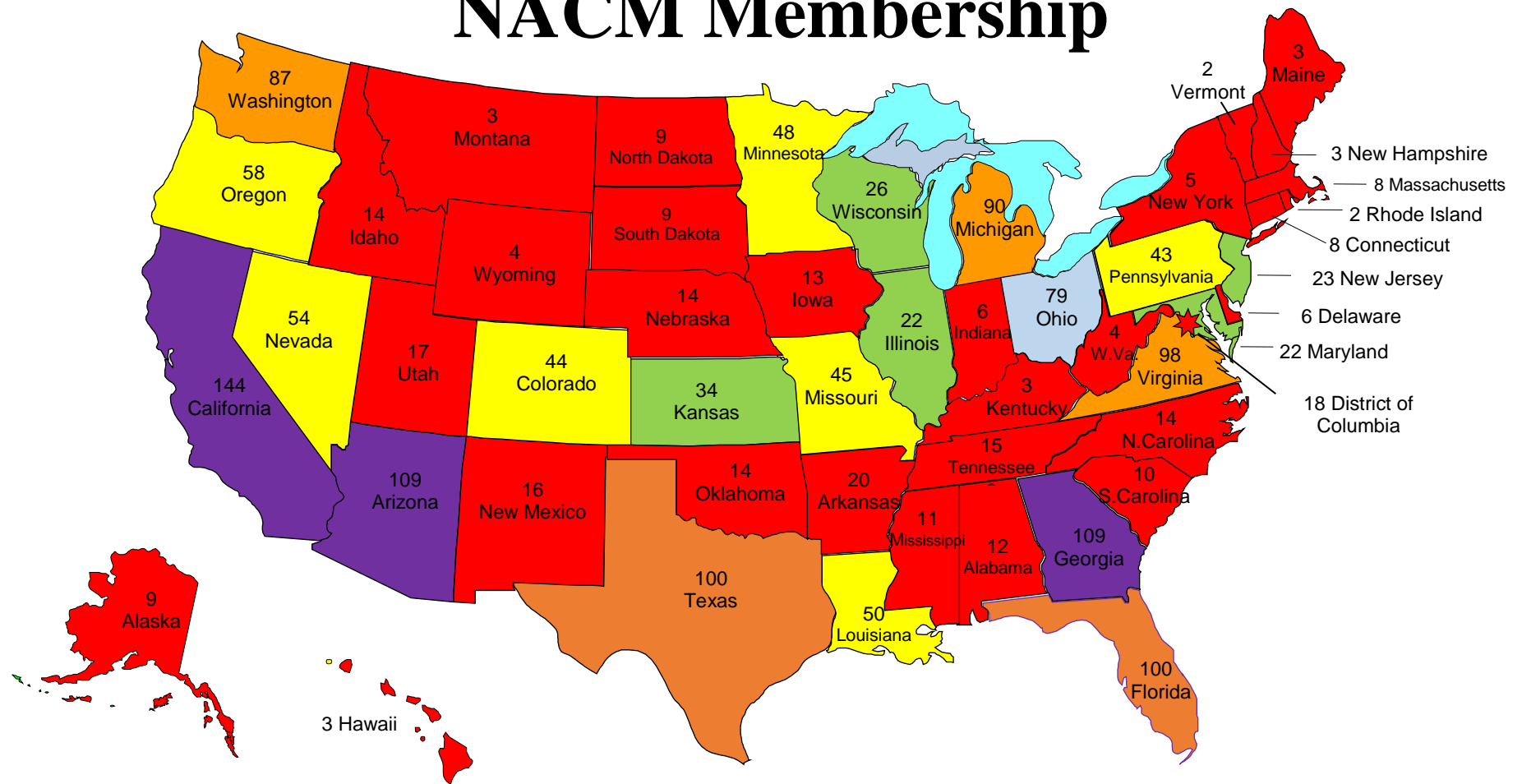
Net member loss/gain
(New Members + New Members Comp + Reinstated – Dropped/Purged)



Average Members/Year



NACM Membership



NACM Members

U.S. Territories:

American Samoa	2
Guam	5
Puerto Rico	2
Virgin Islands	2

Total U.S. and Territories – 1671

Total Membership -1,696

International:

Afghanistan	1
Australia	3
Canada	9
China	1
Dubai	1
Luxembourg	1
Marshall Islands	1
Montserrat	1
Saipan	2
Scotland	1
Singapore	1
Trinidad and Tobago	1
Ukraine	1
United Arab Emirates	1

Total International - 25

Total members by state

1 to 20	Red
21 to 40	Green
41 to 60	Yellow
61 to 80	Blue
81 to 100	Orange
Over 100	Purple



National Association *for* Court Management

Strengthening Court Professionals

Committee Progress Report Form – 2018-2019

Committee: Communications Committee

	Report	Due Date	Submission Date
	Fall Progress Report		
X	Midyear Progress Report	January 15, 2019	
	Annual Progress Report	June 20, 2019	

Project or Topic	Project Status	Strategic Priority? (Yes/No)	Discussion Needed? (Yes/No)	Board Action Needed? (Yes/No)	If Yes to discussion or action, please describe what needed
Podcasts	• Podcast Policy	Yes	Yes	Yes	Review and consider adopting proposed policy.
	• Property Assignment Form	No	Yes	Yes	Review and consider adopting proposed form.
	• Potential Podcast Topics	Yes	Yes	Yes	Review and consider approving podcast topic list.
	• Live Podcasts from Vegas	Yes	Yes	Yes	Discuss and consider proceeding with the idea to podcast live from Vegas. Doing so would involve purchase of three webcams at a total estimated cost of \$250.00.
	• Logo	Yes	No	No	
	• In February, NACM will record and make available on multiple platforms its very first podcast, <i>Hurricane Florence and Keeping Your Court Afloat</i> .	Yes	No	No	
SurveyMonkey Subscription	Not applicable	No	Yes	Yes	NACM's SurveyMonkey subscription is up for renewal on February 23, 2019. The annual renewal rate is \$408. The board must decide if the subscription should be renewed.

Project or Topic	Project Status	Strategic Priority? (Yes/No)	Discussion Needed? (Yes/No)	Board Action Needed? (Yes/No)	If Yes to discussion or action, please describe what needed
Records Management & Document Style Policy	<p>Proposal:</p> <ol style="list-style-type: none"> 1. Use "Box" as NACM's file storage repository for all NACM materials (policies, forms, minutes, manuals, etc.) 2. Adopt a policy on the look and style of all forms, policies, manuals, etc. 3. Implement a new storage structure (time permitting, an additional attachment showing an example of proposed structure will be distributed in a separate email prior to the board meeting). 4. Training plan. 5. Implementation plan. 	Yes	Yes	Yes	Discuss and consider proposal to adopt a records management and document style policy. Summary of proposal is in the Project Status column. If the board approves of the idea generally, Frank will draft a formal policy document accordingly.
2020 Guide	Engaged in discussions with the president of the Conference of Court Public Information Officers (CCPIO) to collaborate on updating NACM's Social Media Mini Guide, last updated July 2010.	Yes	No	No	
Webinar	<p>The Educational Committee (EC) discussed webinar ideas at its 1/18/19 meeting. They include: court security; e-filing; process improvements, and training with limited resources or small/rural court issues. Due to timing for the first quarter, T.J. will look to the board for selection of a webinar topic. Thereafter, the EC will share with the Communications Committee webinar topic ideas for further consideration prior to making its selection.</p> <p>NACM will collaborate with the National Council of Juvenile and Family Court Judges and the National Association of Women Judges to produce a 2019 webinar on the topic of <i>"Courts in the Era of #WeToo."</i> Awaiting a response from these groups in order to prepare an application for an SJI grant. The deadline for the grant application is February 1.</p>	Yes	No	No	
Website Review	Communications Committee members are currently	Yes	No	No	

Project or Topic	Project Status	Strategic Priority? (Yes/No)	Discussion Needed? (Yes/No)	Board Action Needed? (Yes/No)	If Yes to discussion or action, please describe what needed
	reviewing NACM's website to evaluate the website to ensure that members and non-members are able to easily (intuitively) and quickly (as few clicks as possible) find the information that they need. Members were asked to submit their review documents by January 31. Janet and Jeffery will review the submissions, consider recommendations, and if possible and appropriate, implement the same.				
Social Media	The Social Media (SM) Policy/Guidelines Subcommittee is currently reviewing a draft policy prepared by SM Chair Kevin Lane. Input from subcommittee members was due January 18. Kevin will review the input received, prepare a second draft for review by the full committee and then prepare a final draft for the board's consideration.	Yes	No	No	
Court Manager	Spring Edition: Copy deadline was January 11; magazine will post March 29. Summer Edition: Copy deadline is March 22; magazine will post June 7.	No	No	No	
Court Express	February Edition: Copy deadline is/was February 8; distribution will be after the annual conference website is available. May Edition: Copy deadline is May 3; distribution date is May 23.	No	No	No	

Time needed at meeting for Committee report: 40 minutes

Submitted by: Chair Alyce Roberts

Date: January 18, 2019

TITLE NACM Podcast Policy

POLICY SUMMARY AND PURPOSE

The goal of this policy is to provide NACM Podcasts as an educational resource to NACM members and to promote NACM membership to non-members by offering relevant information on emerging issues and professional trends in court management.

POLICY

- Adhere to NACM Communications Plan as it relates to Social Media, Webinar Access, and Branding Policy.
- NACM Board approval of annual budget, if any.
- NACM Board will determine where recording equipment will reside and establish a disposal policy.
- NACM will use its GoToMeeting subscription to host podcasts.
- NACM will use multi-track audio editor to edit podcast episodes.
- NACM will pay for a podcast upload service subscription for the first year of implementation and will evaluate the whether it is necessary to continue use of the service in December of 2019.
- The Board will consider and approve a list of podcast topics.
- NACM will produce one podcast monthly.
- NACM podcasts will use the script template approved by the board with length of 30 minutes, which can be adapted from 15- minute segments.
- At the beginning of each podcast, the host will state the following disclaimer:

The views, information, and opinions expressed during this podcast are solely those of the individual presenters and do not necessarily represent the position of the National Association for Court Management.

- During the first year, NACM podcasts will be available to members and non-members from the NACM website, iTunes, Overcast, and Stitcher. By making podcasts available publicly during the first year, NACM is better able to build an audience for the podcasts and thereby increase exposure to non-members with the goal of increasing membership. After one year, NACM will evaluate whether podcasts should then be exclusively available to NACM members. Factors to be considered at the one-year point:
 - audience size;
 - sponsorship opportunities if podcasts remain public;
 - the value of increasing exposure to NACM if podcasts remain public; and
 - the ongoing need to respect and preserve NACM member benefits.
- NACM podcasts will be audio with provision to provide images linked to web and video, when appropriate, for future replays.
- Podcasts with audio only component will use same ending/thank you message: presenter contact information and reference to NACM website www.nacmnet.org. Upcoming events and how to join NACM.
- Podcasts with video component will use webinar template visual slides (introduction and closing) in compliance with NACM's Style Guide.
- Distribute and promote podcasts via email list, website, and social media: Facebook, Twitter, YouTube, and LinkedIn as well as following NACM's Marketing policy.

NACM Podcast Moderator Script Outline

- **Intro Music:** Plays at the start of each episode so listeners can easily identify your podcast (30 seconds).
- **Intro and Disclaimer:** Who you are and what you're going to discuss (30-60 seconds).
- **Topic 1:** Setting up your theme and topic (3 minutes).
- **Topic 2:** Discussing your topic in detail (10 minutes).
- **Outro:** Summary of theme and topic with conclusion (3 minutes).
- **Closing Remarks:** Thank the listener and talk about your next podcast (2 minutes).
- **Call to action:** Benefits of NACM Membership (2 minutes)
- **Music Jingle:** Plays at the end of each episode so listeners can easily identify your podcast (30 seconds).

NACM Podcast Moderator Script Guideline

INTRO (3 minutes)

Good (Morning/Afternoon) and welcome to the National Association for Court Management's podcast.
The views, information, and opinions expressed during this podcast are solely those of the individual presenters and do not necessarily represent the position of the National Association for Court Management

Our topic today:

My name is _____ and I would like to introduce our guests who will be sharing their experience/expertise:

Introduce Guest 1:

Introduce Guest 2:

Introduce Guest 3:

DISCUSSION (10 minutes)

Topic 1:

OUTRO: Summary of theme and topics with conclusion (3 minutes)

CLOSING REMARKS (2 minutes)

Thank you:

For sharing your expertise/experience:

For more information on this topic, go to our website nacmnet.org where a transcript of this podcast and links can be found.

CALL TO ACTION (2 minutes)

I want to take this opportunity to let you know about upcoming NACM (include time-relevant announcement, conference, Board event). NACM provides valuable educational opportunities and the opportunity to network with peers.

For any non-members who might be listening, I encourage you to consider NACM membership. With nearly 1800 members from the United States, Canada, Australia, and other countries, NACM is the largest organization of court management professionals in the world. Please visit NACMnet.org to join today.

As I mentioned previously, today's podcast will be available at NACMnet.org, on Facebook, Twitter, iTunes, and Stitcher. If you have any comments or questions about today's podcast, request more information through our website nacmnet.org or call 800# or TXT:

On behalf of the National Association for Court Management and our guests, thank you for joining us today, and have a great rest of your day!



**National Association
for Court Management**
Strengthening Court Professionals

Assignment of NACM-Purchased Equipment

I acknowledge that while I am working on a project or assignment on behalf of the National Association for Court Management, I will take proper care of all equipment that I am entrusted with. I further understand that upon completion of the project or assignment, I will return all NACM property and that the property will be returned in proper working order. I understand that failure to return equipment or damage to the property may result in my being assessed the reasonable cost of replacement. NACM may elect to surrender any property rights or ownership of the property when and it deems such property to be of minimal value.

Member Name (Please Print)

Member Signature

Date

Items Assigned:



National Association *for* Court Management



**COURT LEADER'S
ADVANTAGE**



National Association for Court Management

Strengthening Court Professionals

NACM POLICY

POLICY NAME / SUBJECT: Social Media	NUMBER: NACM-1100	ADOPTION DATE:	TYPE: Internal
PREPARED BY: Communications Committee Members	SECTION: 1000 Operations / Policies	RECINDS: n/a	

REFERENCES & RESOURCES:

- www.wikipedia.com
- www.facebook.com
- www.twitter.com
- www.linkedin.com
- www.instagram.com
- www.youtube.com
- [IBM social computing guidelines](#)
- [Intel Social Media Guidelines](#)

DEFINITIONS AND ABBREVIATIONS:

- A. Social Media: Forms of electronic communication such as websites and applications for social networking and microblogging through which users create online communities to share information, personal messages and other content.
- B. Blogging: A website or application that contains information, comments, hyperlinks, videos, and photographs provided by the writer.
- C. Microblogging: Blogging done with severe space or size constraints typically by posting frequent brief messages.
- D. Post: An action on social media involving the submission of information made public. Information can be in the form of written communications, pictures, videos, and hyperlinks.
- E. Like: An option on all NACM social media accounts that can be selected to demonstrate positive feedback towards a post.
- F. Share: The ability for someone to use the Share button to copy someone else's post on social media by posting the same content or transmit a hyperlink of the post using email, text or instant messaging platforms.
- G. Comment: An option on social media for people to express their thoughts on someone's post.
- H. Tweet: This is a posting on Twitter
- I. Retweet: Same as "share", but exclusive to Twitter
- J. Hashtag: acts as a searchable tag that describes some aspect of the contents of the posting. It is expressed as #keyword.
- K. Trolling: To make a deliberately offensive or provocative online post with the aim of upsetting someone or eliciting an angry response from them.

BACKGROUND:

Social media uses web-based technologies that are accessible and able to transform people from content users to content producers. The social media technologies currently utilized by NACM are Twitter, Facebook, LinkedIn, Instagram and YouTube.

Twitter

Twitter is a free social networking microblogging service allowing registered members to broadcast short posts called tweets. 'Tweets' are limited to 140-character messages posted to the author's page and delivered to their 'followers'. Users can restrict access or allow open access. To connect tweets to a general topic, members can add hashtags to a key word in their posting. Unlike Instant Messaging that disappear when the user closes the application, tweets are also posted on the Twitter website. They are permanent, they are searchable, and they are public.



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Facebook

Facebook is a free social networking website allowing registered users to create profiles, upload photos and videos, broadcast live video, and send messages to keep in touch with friends through networks based on demographics, schools, workplace or interests and share messages, photos, and other content. Users can restrict access or allow open access. Facebook also allows users to create groups around common interests that can be joined by both members and non-members. These groups can be used for discussion on specific topics or relaying information about current events through its discussion boards, recent news and other content portals.

LinkedIn

LinkedIn is a social networking site designed specifically for the business community allowing registered members to establish and document networks of people they know and trust professionally. A member can establish connections with someone he has worked with, knows professionally or has gone to school with. A member's profile page emphasizes skills, employment and education history, and has professional network news feeds. LinkedIn also allows members to form groups based on any common interest which allows connections on a more personal basis.

Instagram

Instagram is a free photo sharing application and social network platform. Users can edit and upload photos and short videos and broadcast live videos. Users can also add captions to their posts and use hashtags to make the posts searchable. Users also have the option of making their profile private so that only their followers can view their posts. Similar to other applications, users can like, comment and bookmark friends' posts. Free business accounts are offered including access to free engagement and impression metrics.

YouTube

YouTube is a popular video sharing website where registered users can upload and share videos with anyone able to access the site. These videos can also be embedded and shared on other sites.

SOCIAL MEDIA POLICY:

1. NACM will place appropriate messages and information online using social media outlets.
2. NACM members shall comply with the NACM Code of Conduct when placing or commenting on content on NACM social media sites.
3. NACM will maintain organizational groups and accounts within the various social media platforms that are the responsibility of the communications committee.
4. The NACM social media coordinator will act as the moderator for each social media tool under the oversight of the communications committee.
5. The Communications Committee will determine if certain postings should be made to the social media tools at specific intervals during the year related to news, information or conferences and will evaluate metrics on usage and effectiveness of each tool.

SOCIAL MEDIA GUIDELINES:

1. There is no such thing as delete on the internet, so think before you post.
2. Carefully consider what should be posted for items where emotions may run high such as politics and religion.
3. Members should not post personal or confidential information about their court or the association.
4. Make sure your submitted posting is about your areas of expertise or you have done substantial research on the topic.
5. Just because something is online doesn't mean it's OK to copy it.
6. Be respectful and considerate of others when posting or replying. No trolling, troll baiting or flaming anyone.
7. Consider content that is open-ended and invites responses.
8. Share with followers the things we are learning and doing so others can learn from your experiences.
9. Pause. If you are about to publish something that makes you even the slightest bit uncomfortable, pause and review the guidelines before submitting it. Trust your instincts.
10. If you mess up, be the first to correct it and be clear what you've done to fix it. The Communications Committee can help you triage a bad comment or post.
11. Don't respond to offensive or negative posts, there's no winner in that game.



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12. Make sure your efforts to be transparent do not violate the State's privacy, confidentiality, and any applicable legal guidelines for external communication. All statements must be true and not misleading, and all claims must be substantiated and approved.

PROCEDURES:

The Communications Committee is responsible for posting on social media sites through the use of a social media coordinator.

The social media coordinator will be responsible for adding certain appropriate content to their respective tool as well as encouraging other members to post information to their tool. This person may remove slanderous comments or postings from their tool after notifying the Chair of the Communications committee without prior approval; however, if a comment or posting isn't immediately identifiable as slanderous, the moderator will notify the Communications committee via email of the content for a committee decision on its removal.

Members wishing to have content posted on one or more social media tools should email the content to the social media coordinator for posting.

The social media coordinator will review the content for appropriateness and either post or inquire further with the requestor and the Chair if in doubt.

If members find inappropriate content or comments bring it to the attention of the social media coordinator.

FORMS USED:

None.

NACM Strategic Planning Survey 2020-2022

Thursday, January 31, 2019

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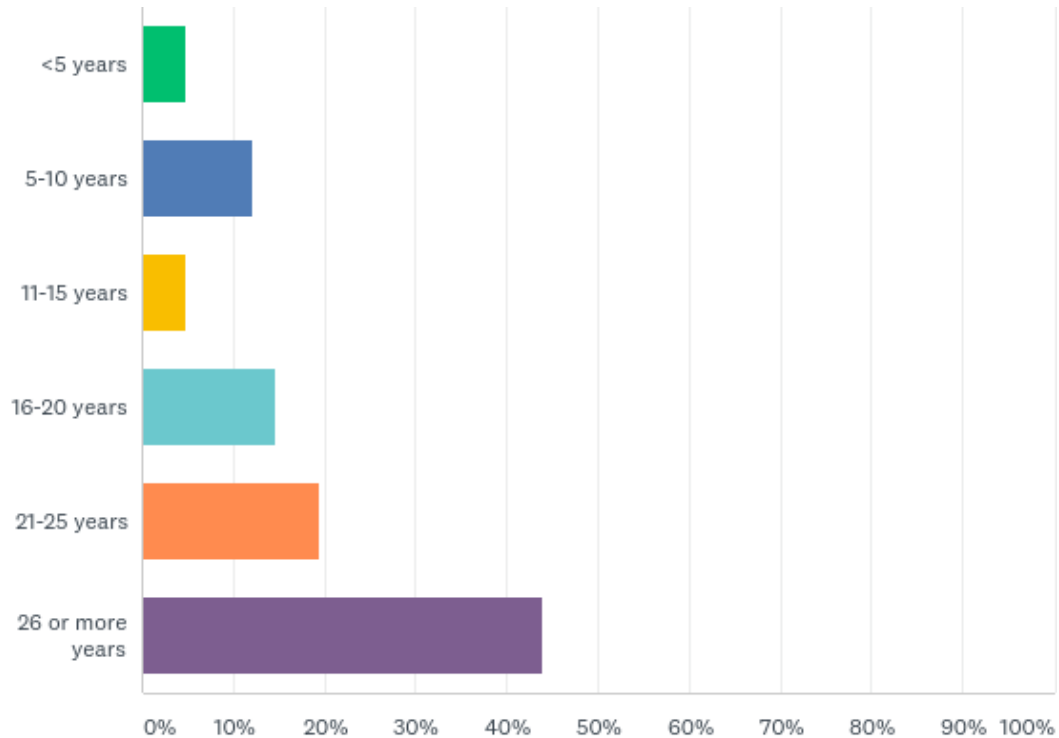
Total Responses

Date Created: Tuesday, January 08, 2019

Complete Responses: 41

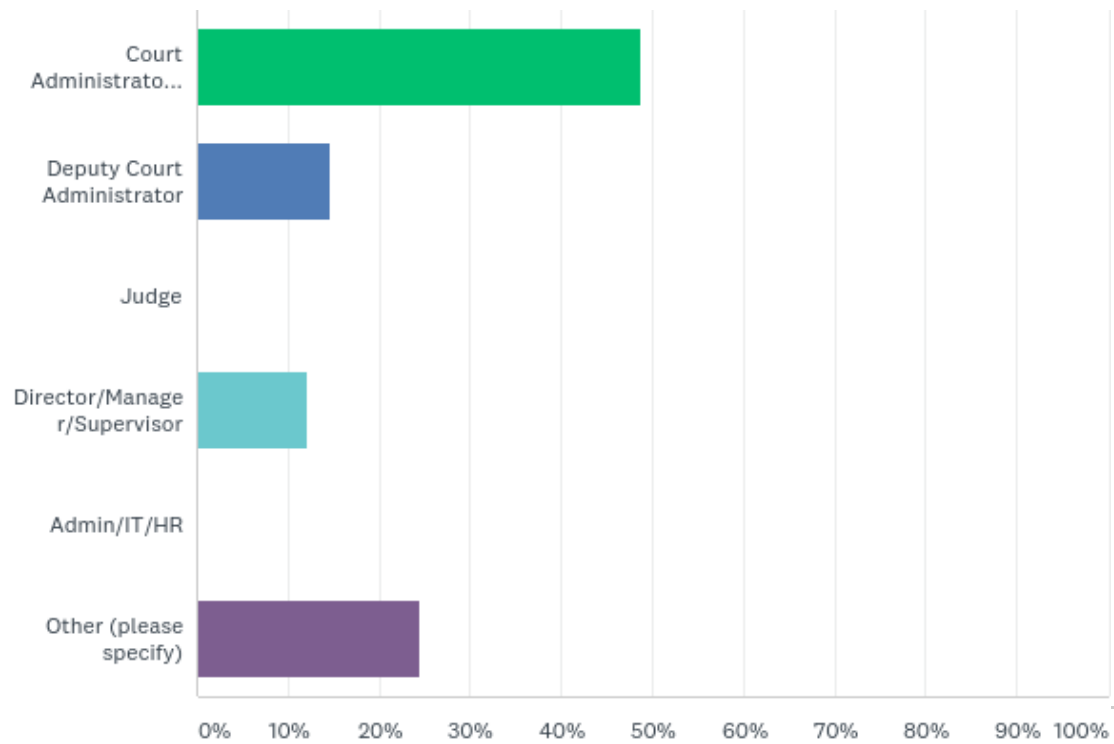
Q2: How many years have you worked in the court profession?

Answered: 41 Skipped: 0

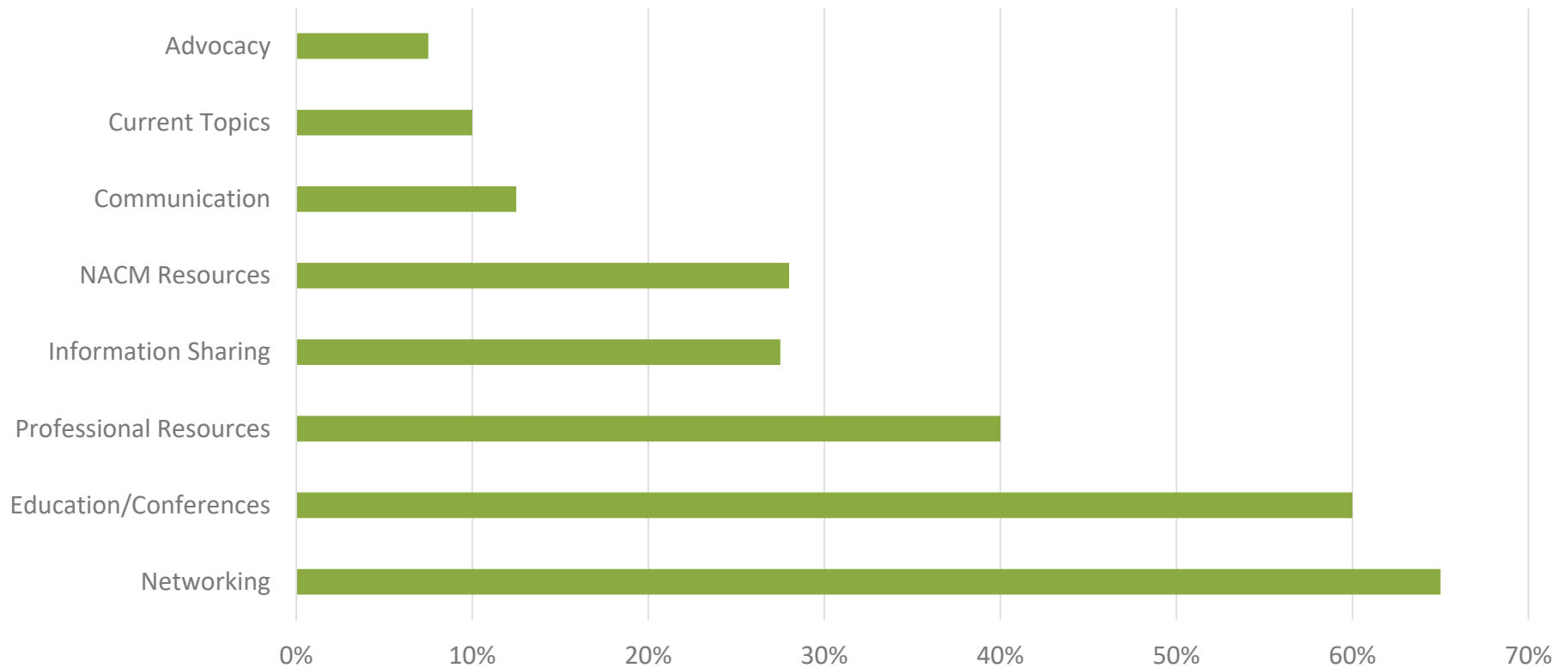


Q1: What is your position in the courts?

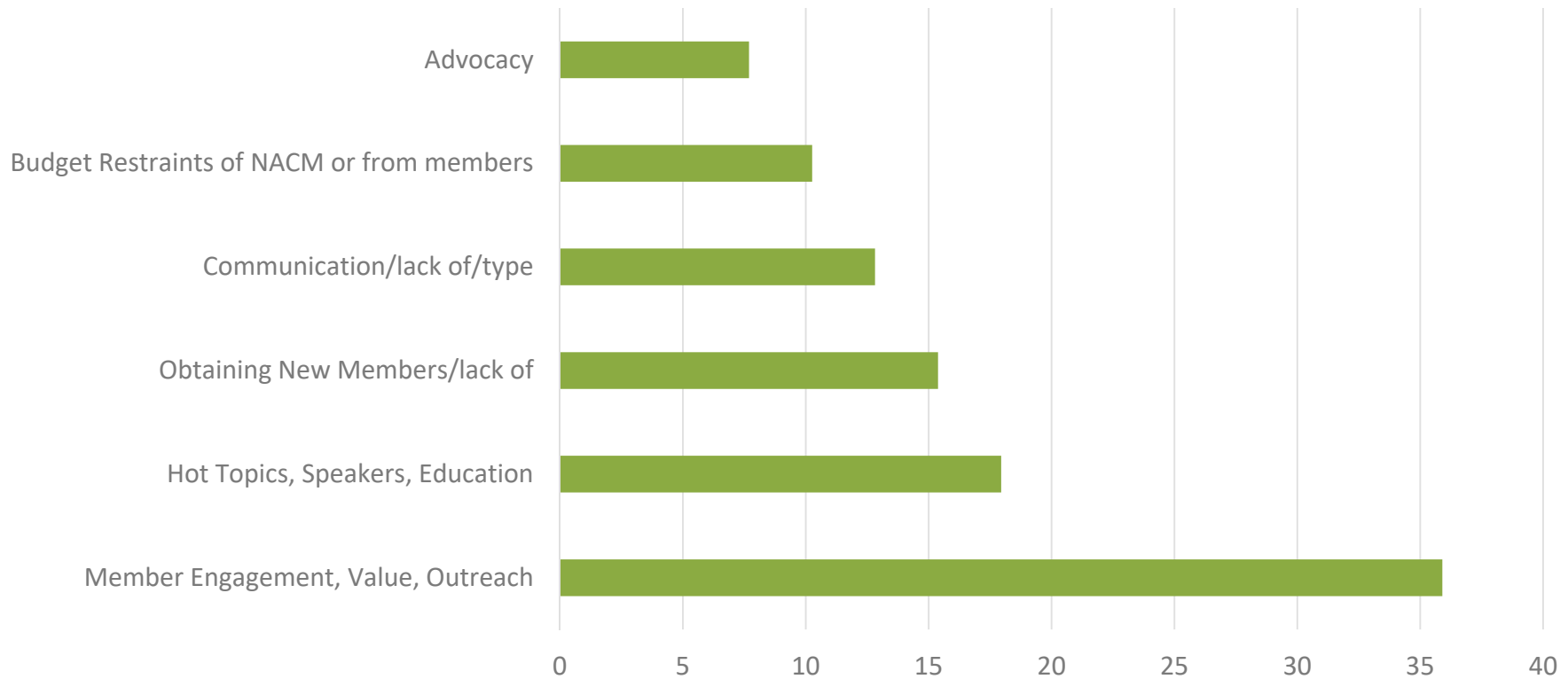
Answered: 41 Skipped: 0



What are three greatest strengths for NACM?



What do you feel are NACM's Weaknesses/Areas for Improvement



Q4 What do you feel are NACM's Weaknesses/Areas for Improvement?

Answered: 39 Skipped: 2

#	RESPONSES	DATE
1	n/a	1/30/2019 2:25 PM
2	No Credentialing Lack of any program of professional testing and credentialing to identify those who have truly acquired expertise in the field	1/29/2019 2:10 PM
3	Engage, Value, Outreach 1) So many court managers still seem to be unaware of NACM and what it has to offer, 2) Sometimes, it seems like limited communications for blocks of time, 3) Many NACM members not actively involved in committees and other work	1/29/2019 12:46 PM
4	Hot topics, Speakers, Edu Some conferences seem behind the times or focus on common issues like caseload when we are looking for state of the art solutions and self help courses	1/28/2019 1:25 PM
5	Hot topics, Speakers, Edu Conferences are wonderful but need to expand the speakers used. They seem to use many of the same year after year.	1/26/2019 10:30 PM
6	Budget Restraints Engage, Value, Outreach Lack of member engagement; costs to participate; value of membership	1/25/2019 8:12 AM
7	Haven't been around long enough to answer that question fairly	1/24/2019 10:11 AM
8	Engage, Value, Outreach Membership outreach.	1/23/2019 12:45 PM
9	Lack of new members Communication format, recruitment, new members	1/23/2019 12:36 PM
10	Communication - Lack of More frequent communications and member benefits	1/23/2019 12:27 PM
11	Identifying Leadership How they go about picking the Board of Directors.	1/22/2019 2:02 PM
12	Engage, Value, Outreach Need more online trainings or other ways to interact without going to a conference	1/22/2019 1:43 PM
13	Advocacy Presenting a higher national profile	1/21/2019 1:10 PM
14	Communication - Lack of Engage, Value, Outreach Communication, Inclusion	1/21/2019 12:32 PM
15	Engage, Value, Outreach Need to be more open. More outreach. More inclusive	1/18/2019 4:41 PM
16	Hot topics, Speakers, Edu not looking wide enough for innovative work; focus too much on 'usual suspect' courts	1/18/2019 1:36 PM
17	Hot topics, Speakers, Edu Need evidence / research to drive innovative projects	1/18/2019 1:15 PM
18	Advocacy Communication - Lack of Lack of new members complete reliance on electronic messaging--long time inability to attract greater membership from the total court community--embracing the social service responsibilities of the Executive branch of government	1/18/2019 1:06 PM
19	Budget Restraints tends to be incestuous in board and officer selections, conferences are too expensive	1/18/2019 12:35 PM
20	Hot topics, Speakers, Edu 1. Insufficient online/distance learning opportunities (e.g., should take the CORE curriculum to the next step, delivering it via online library of seminars/classes, perhaps via partnerships with universities and ICM. 2. Demographics: retirement of a large number of members; enhancing diversity of membership (in all respects)	1/18/2019 12:26 PM
21	Advocacy Budget Restraints the expense to attend events, and the need to ramp up advocacy for the profession	1/18/2019 10:46 AM
22	Engage, Value, Outreach Get more info about NACM to clerks. I didn't know much about NACM when I first started my career.	1/18/2019 9:12 AM
23	Engage, Value, Outreach there's a need for NACM to engage court admins in smaller, non metropolitan courts	1/17/2019 9:02 PM
24	I don't have any weaknesses. The committees are committed to enhancing the profession overall	1/17/2019 5:06 PM

NACM Strategic Planning Survey 2020-2022

25	Engage, Value, Outreach	Mentor matching	1/17/2019 4:45 PM
26	Engage, Value, Outreach	Welcoming new members with an overview of what all NACM has to offer. I believe reaching out individually to new members would be beneficial and increase awareness of all of the benefits.	1/17/2019 4:38 PM
27	Hot topics, Speakers, Edu	having more convention breakout sessions that apply to general court staff--not just those who work in a courtroom.	1/17/2019 2:32 PM
28		I have not been involved long enough with NACM to answer this question.	1/17/2019 2:07 PM
29	Hot topics, Speakers, Edu	Lack of new members Better understanding of challenges for small counties	1/17/2019 1:24 PM
30	Engage, Value, Outreach	Lack of new members NACM focuses very little on the most common type of court, municipal. The number of local courts quadruples other types of courts. Individuals will have more contact with the municipal jurisdictions than any other. It is a missed opportunity to change the perception of the judicial system.	1/17/2019 1:14 PM
31	Engage, Value, Outreach	NACM has a lot of small networks (cliques) that are hard to break into and hard to know how to get involved.	1/17/2019 1:13 PM
32	Communication - Lack of	Engage, Value, Outreach virtual networking opportunities, forum for substantive questions	1/17/2019 1:12 PM
33	Lack of new members	Attracting young court professionals	1/17/2019 1:05 PM
34	Communication - Lack of	Not much interaction, relay of information during the calendar year outside of conference	1/17/2019 1:04 PM
35	Lack of new members	This has been a persistent issue for years and years -- need to reach down to lower level court staff somehow, and small courts.	1/17/2019 12:58 PM
36	Engage, Value, Outreach	ability to involve leaders from small courts	1/17/2019 12:37 PM
37	Engage, Value, Outreach	Succession Planning; stronger mentoring program	1/17/2019 12:37 PM
38	Budget Restraints	Budget restraints	1/17/2019 12:27 PM
39	Low Conference no.'s	Low numbers at conferences. Need to go to places people want to visit.	1/17/2019 10:02 AM

Q5 What should NACM do in the next few years to enhance effectiveness, relevance, and/or overall success? (top 2 suggestions)

Answered: 39 Skipped: 2

#	RESPONSES	DATE
1	training tutorials, training modules, mentor program would be great	1/30/2019 2:25 PM
2	(1) As an extension of the Core and perhaps in collaboration with ICM, develop modules (refresher materials, quizzes, etc.) that might be used as follow-ups to seminars or related educational programs to improve retention of knowledge and development of skills from lessons about the various competencies; (2) in conjunction with #4 above, encourage court systems to recognize and reward objective demonstration of professional knowledge, skills, and abilities in policies for hiring, raises, and promotion	1/29/2019 2:10 PM
3	1) Increase outreach to entire court management arena through COSCA, NAPCO, etc, and active marketing, scholarships, etc. 2) Increase communications and services to membership via podcasts, timely on-line education programs on hot topics, possible partnership with university for educational credentialing akin to the MSU program partnership.	1/29/2019 12:46 PM
4	Survey members/learn more about needs/wants; potentially set up some classes for superior court only; some for limited jurisdiction courts only. Would love to have court administrators from the top largest superior courts at a table top discussions of issues and solutions,	1/28/2019 1:25 PM
5	Send out more electronic information to it's members on a frequent basis; perhaps try to get more judges involved in the organization	1/26/2019 10:30 PM
6	connect with members more regularly; engage other membership associations; partner more often	1/25/2019 8:12 AM
7	Continue to keep up with trending topics and relevant information and invite more disciplines to become a member	1/24/2019 10:11 AM
8	The majority of courts in the United States are small courts with less than one or two judges yet NACM does not do a good job at making itself known to the employees at these courts. NACM also needs to provide educational content that meets the needs of these smaller courts keeping in mind that the managers of these courts often wear multiple hats with great responsibility and little backup coverage. Increase online engagement with members and non-members. NACM needs to increase exposure to the association to non-members while communicating through its programs, the value of NACM membership.	1/23/2019 12:45 PM
9	Expand membership base, improved delivery of knowledge to members	1/23/2019 12:36 PM
10	Increase member benefits and offer less free options (webinars, online access to conferences, etc)	1/23/2019 12:27 PM
11	I would suggest to pick up the attendance, have a reduced rate for the short conference.	1/22/2019 2:02 PM
12	Create papers educating professionals on bail free system and changes to court fees. Assist in finding new funding options	1/22/2019 1:43 PM
13	More outreach and publicity	1/22/2019 8:38 AM
14	Diversity and communication	1/21/2019 1:10 PM
15	Communucation, Inclusion	1/21/2019 12:32 PM
16	1 Bring in younger folks 2 bring in small rural courts	1/18/2019 4:41 PM
17	Charge cimmittee to look for innovative courts in their subject area and invite them to present or write articles; take a stand against biased tech tools, espeically AI	1/18/2019 1:36 PM
18	focus on qualitative management responsibilities	1/18/2019 1:06 PM
19	be more inclusive	1/18/2019 12:35 PM
20	See #4	1/18/2019 12:26 PM
21	try to find ways to keep it affordable and enhance our advocacy efforts	1/18/2019 10:46 AM

NACM Strategic Planning Survey 2020-2022

22	Work with more State associations to push info to clerks; hold more trainings or possibly webinars so that clerks can attend and obtain info from NACM	1/18/2019 9:12 AM
23	Decide whether or not it is an organization of the profession or an organization to simply address the broader field of court administration	1/18/2019 8:53 AM
24	continue to get members from non metropolitan courts, and to successfully get those members to be on committees, workgroups, and attend conferences	1/17/2019 9:02 PM
25	1. develop a designation program to add credibiltiy to the profession. 2. Consider virtual attendance at annual conferences	1/17/2019 5:06 PM
26	Outreach to low membership areas; Promotion of applicability to positions	1/17/2019 4:45 PM
27	N/A at this time	1/17/2019 4:38 PM
28	Maybe have different courts explain how they were impacted by new legislation and how they responded. Maybe have a "best practices" feature, but have certain categories, i.e., difficult customers, training needs, etc. That way people could post what they do in certain situations--we are always trying new things.	1/17/2019 2:32 PM
29	1. Assist courts in use of technology, 2. Provide best practice standards	1/17/2019 2:07 PM
30	Focus on the delivery of justice through compassion and restoration of the community.	1/17/2019 1:14 PM
31	Mentorship for new members	1/17/2019 1:13 PM
32	1) vastly expand resources library of court annual reports and other materials of what has been done and what is being done; 2) expand discussion of how to prepare for and execute transitions as new generation is handed leadership/management/strategic planning, and how to effectively plan and execute succession	1/17/2019 1:12 PM
33	1) increase presence on social media platforms 2) more educational focus on future trends	1/17/2019 1:05 PM
34	Potentially offer webinars, increase partnership oportunties with other associations.	1/17/2019 1:04 PM
35	I still think going paperless (Court Manager especially) risks NACM getting lost in the electronic ocean and internet noise and clutter; I think raising the membership fee even by the miniscule \$10 was a mistake, the current gen rarely joins things as it is; again if we're going to stay vital we have to reach entry level court employees somehow. E-membership was a good idea, but I understand why it was eliminated as going totally paperless made "e" membership distinctions pointless.	1/17/2019 12:58 PM
36	keep up with the varied topics but keep in mind many are from 1 and 2 judge courts	1/17/2019 12:37 PM
37	Have senior members of NACM attend each state's associations meetings to speak about the value of being NACM members in addition to their local associations.	1/17/2019 12:37 PM
38	Stay on focus with relevant and current educational topics. Bring in ECP	1/17/2019 12:27 PM
39	Keep national topics at the forefront.	1/17/2019 10:02 AM

Q6 Additional comments/suggestions?

Answered: 23 Skipped: 18

#	RESPONSES	DATE
1	this is a great association but time restricts me from doing more.	1/30/2019 2:25 PM
2	NACM conferences generally have a good balance among substantive programs, professional networking opportunities, and fun social activities. Venues aren't equally good, but I realize that politics and financial considerations must be factored in.	1/29/2019 2:10 PM
3	The association is doing excellent work in the way of relevant education programming, superb conference content and publications. The foregoing suggestions are in now way an implied criticism of the ongoing work, but rather suggested strategies for future growth. Kudos to the strong leadership and hard work of the current Board.	1/29/2019 12:46 PM
4	Overall, NACM does an awesome job. The people are stellar. If you hadn't asked for changes or improvements, I probably would have said none.	1/28/2019 1:25 PM
5	You do a great job!	1/26/2019 10:30 PM
6	None at this time	1/24/2019 10:11 AM
7	NACM membership is invaluable to those in the court management profession. NACM should keep up the great work while ever continuing to look for ways to do things better while staying on the cutting edge. Many thanks to all who are so committed to this wonderful association.	1/23/2019 12:45 PM
8	NACM is a group of dedicated court professionals.	1/23/2019 12:36 PM
9	Highlight committee work to encourage others to participate. Calls can be intimidating if you are new	1/22/2019 1:43 PM
10	I have just started paying attention to NACM so I can't really respond to the above questions.	1/22/2019 8:38 AM
11	Keep up the good work	1/18/2019 1:36 PM
12	n/a	1/18/2019 1:06 PM
13	Keep up the good work -- but there is always lots to do!	1/18/2019 12:26 PM
14	Once the Board/Organization has addressed the issue in #5 than it can move on to address the object of providing the best ways to address the needs of the individuals in the association.	1/18/2019 8:53 AM
15	--	1/17/2019 9:02 PM
16	no	1/17/2019 1:14 PM
17	None	1/17/2019 1:05 PM
18	N/A	1/17/2019 1:04 PM
19	NACM has probably done more to enhance my career and connections with colleagues than anything else. My career and personal and professional connecitosn would be a tiny fraciton of what they are now with NACM. Years of fantastic work by so many great, dedicated colleagues. Proud to be a member, thank you all. Karl	1/17/2019 12:58 PM
20	provide meals or at least a meal option at conferences for breakfast and lunch	1/17/2019 12:37 PM
21	Thank you for continuing to keep our profession relevant and educated.	1/17/2019 12:37 PM
22	Conferences are great and continue to bring together the profession as a whole	1/17/2019 12:27 PM
23	none	1/17/2019 10:02 AM

2020-2022 Strategic Planning Board Session Feb, 2019



Strategic Planning Process Timeline

- Survey Membership Groups – January, 2019
- Saturday Board Meeting
 - Overview and Resource Review
- Sunday Board Meeting
 - Continue to Review Resources
 - Review Strategic Planning Survey Results
 - Begin Discussion of Strategic Focus Areas (SFAs) and Goals
- Future Board Meeting – Finalize (SFAs) & Goals

Agenda:

- 2016-2019 NACM Strategic Plan Overview (Vicky)
- NACM Mission and Vision (Vicky)
- Membership Data (Vicky)
- Annual and Mid-Year Conference Attendance Data (Vicky)
- Association Trends Analysis (Tina)
- Court Trends Review (Rick)
- Voice of the Profession Review (Rick)
- Membership Survey Results (Vicky)

NACM Mission and Vision Statements

Mission of NACM

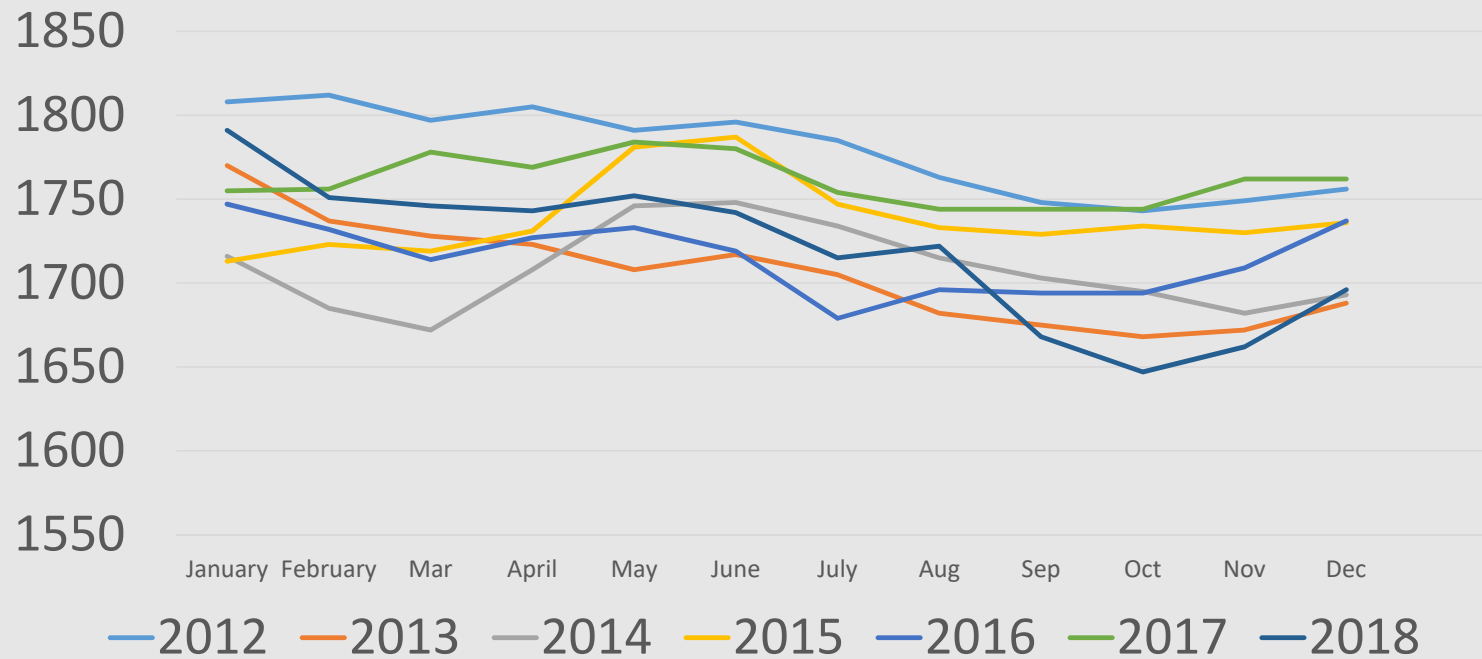
- NACM is a member organization dedicated to educating court professionals, providing community, sharing information, and advocating on important court and justice system topics.

Vision of NACM

- NACM will be a preferred source for education and innovative practices and a leading voice for the court management profession.

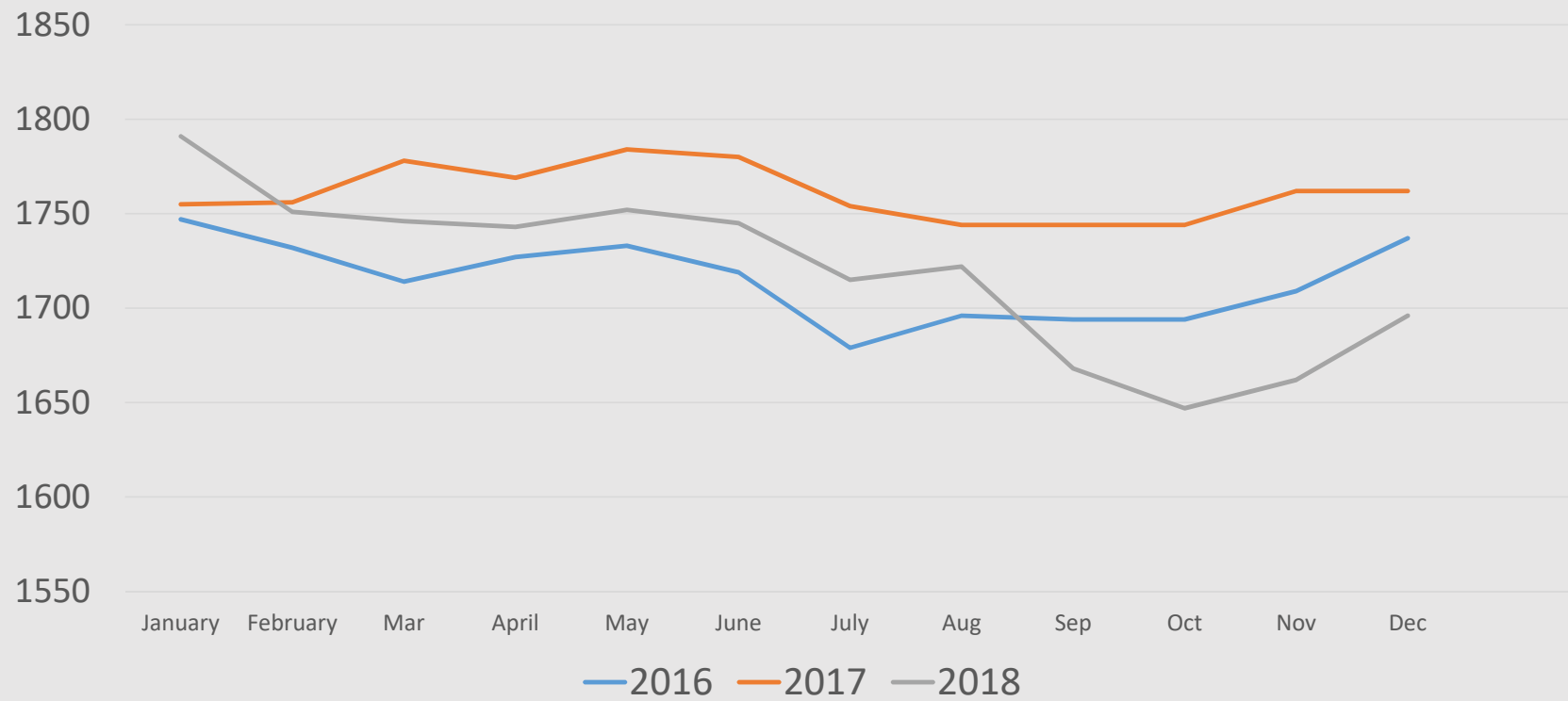
NACM Membership Trends (Annually)

Membership
decreased 3.4%
from 2012-2018

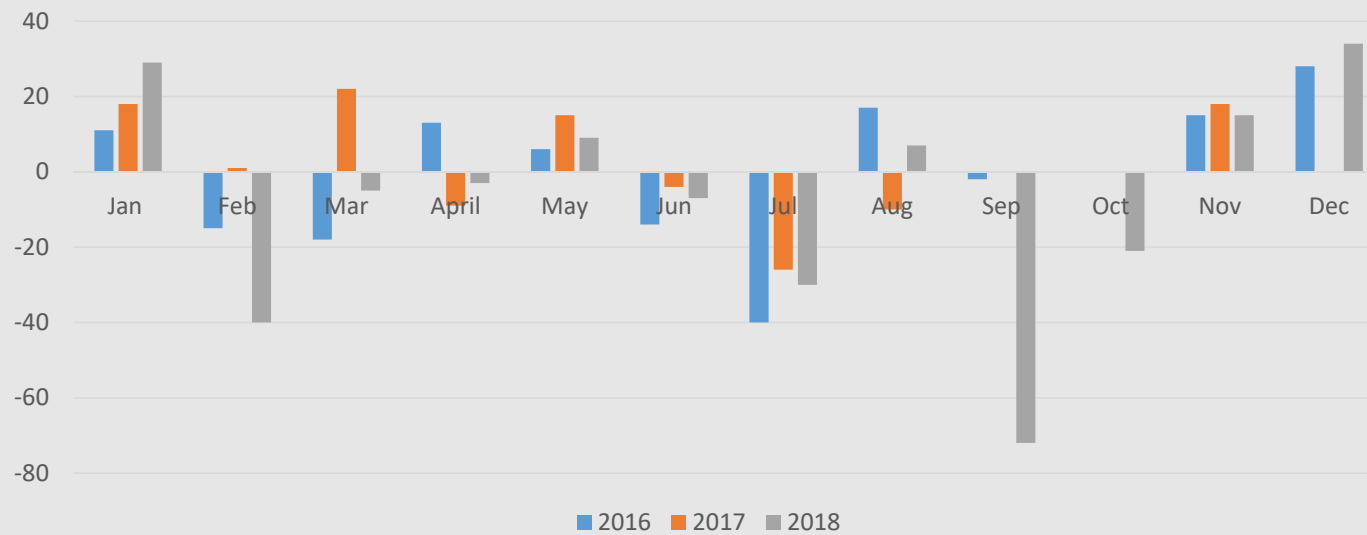


These numbers are from Membership Reports, NCSC. These numbers are lower than those in the 2016-2019 Strategic Plan. I can't account for the differences.

NACM Membership Trends (Annually)



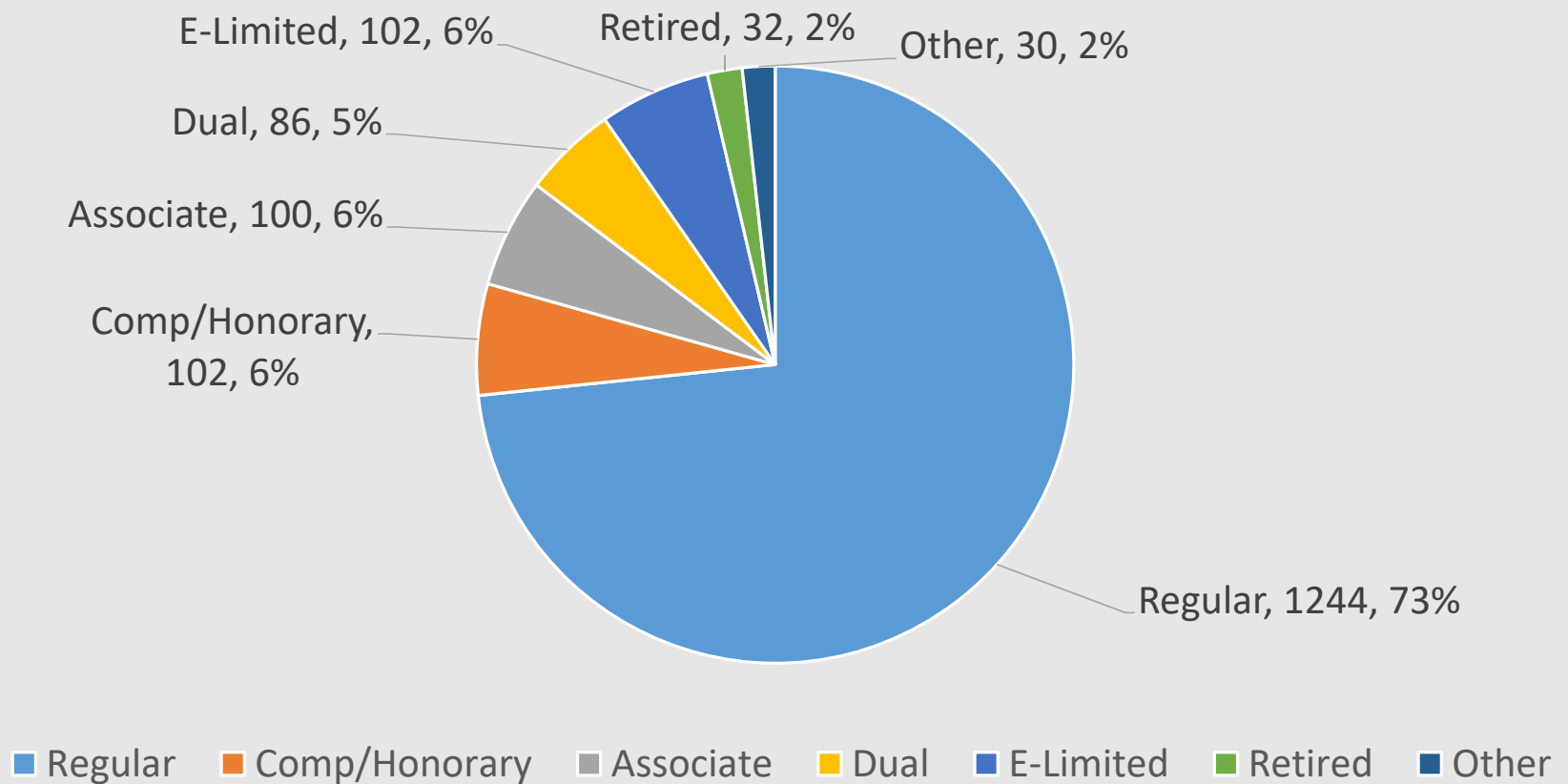
NACM Net member loss/gain



	2015	2016	2017	2018	
Jan	37	24	33	41	
Feb	34	16	22	11	
Mar	30	17	40	31	
Apr	30	39	17	23	
May	65	22	32	40	
Jun	36	18	23	21	
Jul	15	16	20	9	
Aug	11	47	11	6	
Sep	11	15	10	17	
Oct	23	16	14	11	
Nov	10	21	18	12	
Dec	16	38	12	29	
New Members	318	289	252	251	CN
Percentage of membership	18%	17%	14%	15%	
Members Jan 1	1713	1736	1737	1762	CS
Members Dec 31	1736	1737	1762	1696	CE
RETENTION RATE	0.827788	0.834101	0.869315	0.820091	
	82.78%	83.41%	86.93%	82.00%	

NACM Membership – By Type – Dec 2018

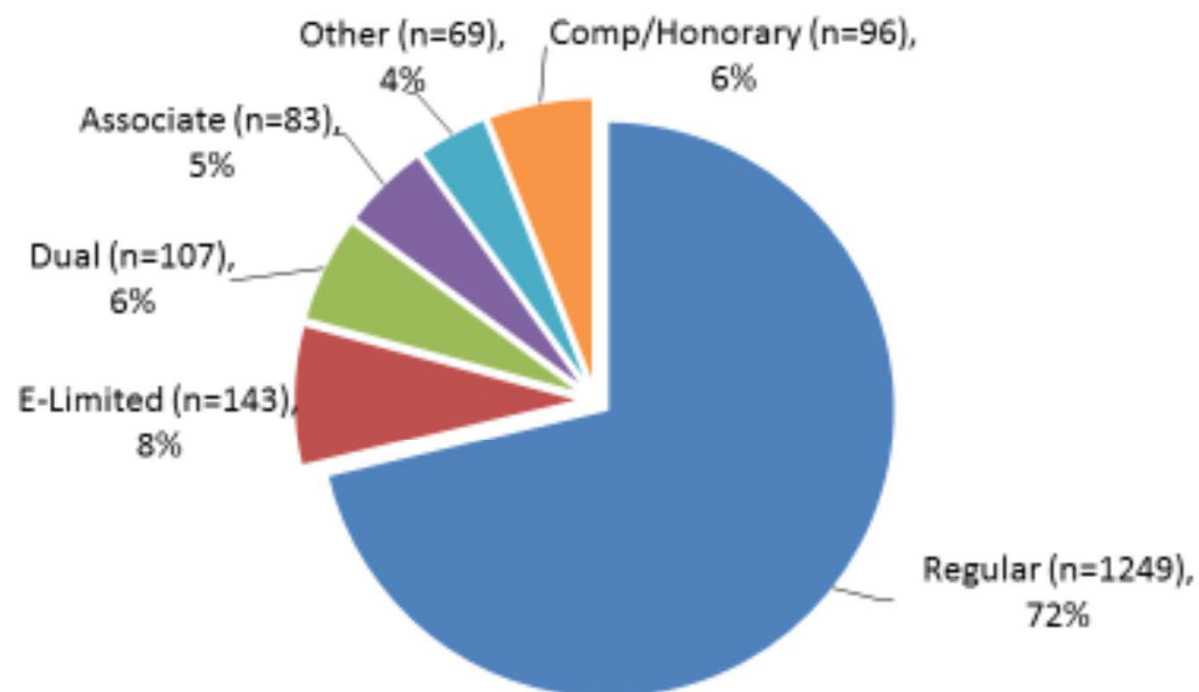
(in percentages; n=1696)



Source: NACM Membership Report, NCSC. Percentages may not equal 100% due to rounding.

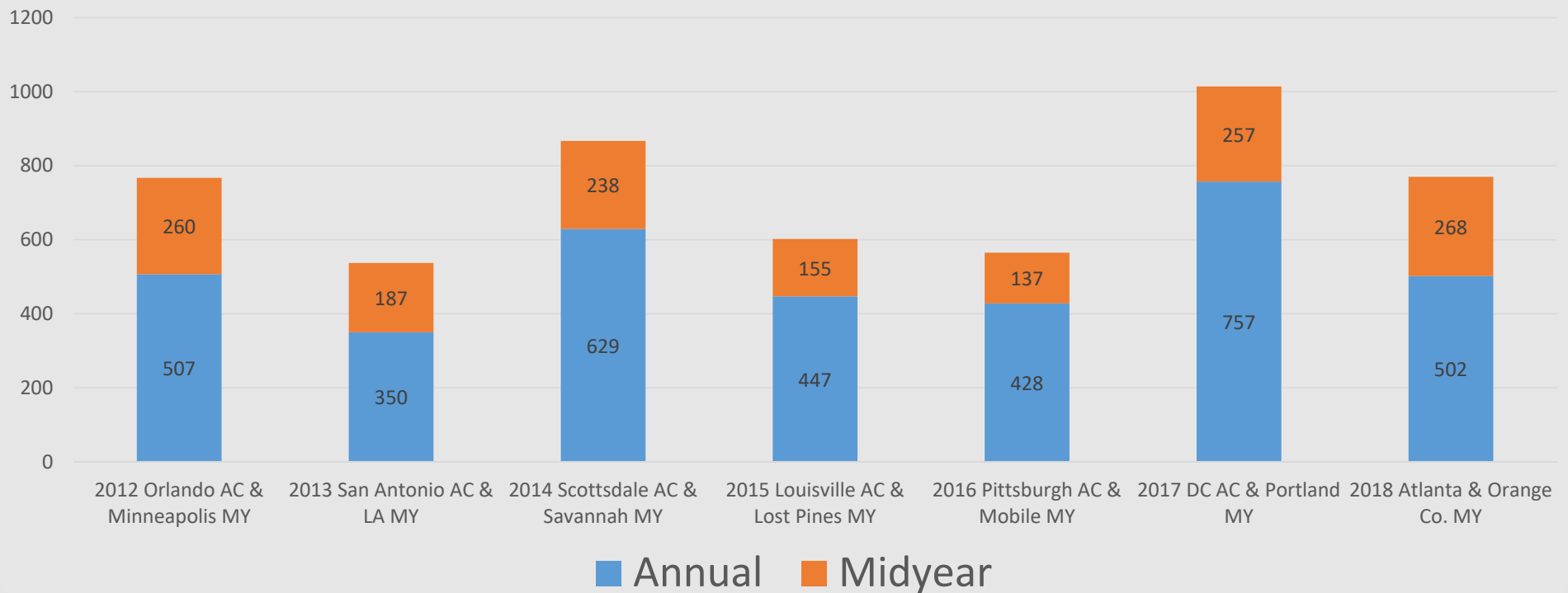
NACM Membership – By Type of Membership

July 2015 (in percentages; n=1747)



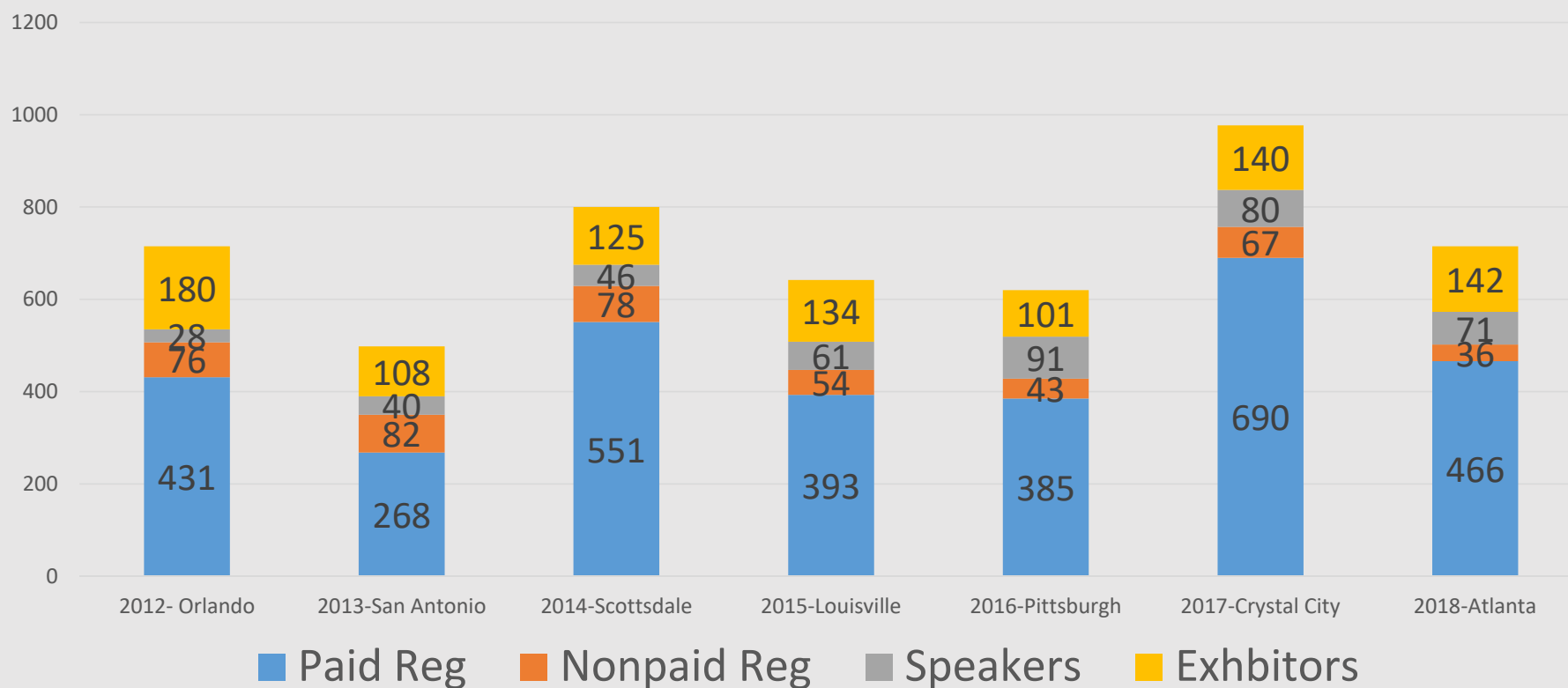
Sources: NACM Membership Reports, NCSC. Percentages may not equal 100% due to rounding.

NACM – Total Conference Attendance – Annual and Mid-Year Conferences Combined 2012-2018



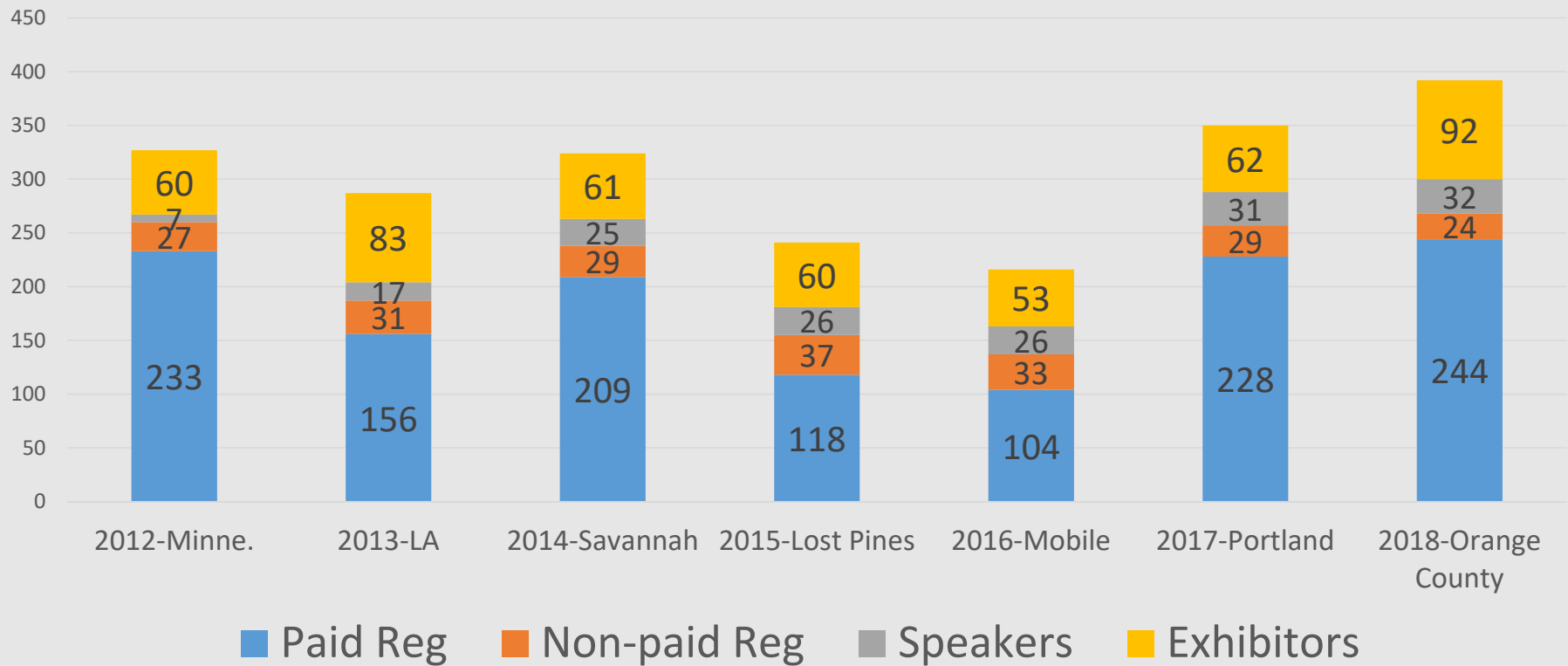
Includes only paid and non-paid registrations. Speakers and Exhibitor Staff are excluded from the counts.
Source: NACM Post Con Reports, NCSC.

NACM-Annual Conference Attendance 2012-2018



Includes all conference attendees - paid registration, non-paid registration, speakers and exhibitor staff. Source post con reports, NCSC.

NACM – Mid Year Conference Attendees 2012-2018



Includes all conference attendees - Paid registration, non-paid registration, speakers and exhibitor staff. Source: NACM Post Con Reports, NCSC.

NACM 2016-2019 Strategic Focus Areas

SFA #1 Membership – Recruitment, Retention, and Engagement

GOAL 1: NACM's membership will be more diverse and representative of the court profession.

Strategies:

- a. Assess and respond to the needs and interests of members.
- a. Improve and track membership data/information and other metrics.
- b. Define and communicate the value of membership.
- c. Reach out to new, diverse, and untapped groups and geographical regions.
- d. Work with other groups to reach court professionals and educate about NACM.
- e. Strengthen practices for welcoming and orienting new members.
- f. Promote the court professional community.
- g. Enhance networking opportunities.
- h. Implement other innovative recruitment and retention methods and practices.

NACM 2016-2019 Strategic Focus Areas

SFA #1 Membership – Recruitment, Retention, and Engagement

GOAL 2: NACM will increase opportunities for members to get involved and be active.

Strategies:

- a. Communicate and promote opportunities for involvement.
- b. Implement other innovative engagement methods and practices.

NACM 2016-2019 Strategic Focus Areas

SFA # 2 Education and Resources Provided by NACM

Goal 1: NACM will increase attendance at, and participation in, its educational activities.

Strategies:

- a. Evaluate and continuously improve educational programming.
- b. Provide educational programming on the Core[®], hot topics, and emerging issues.
- c. Expand educational offerings to meet needs and interests of diverse membership segments.
- d. Promote high-quality diverse faculty.
- e. Be strategic and intentional when selecting conference locations.
- f. Use technology/alternative delivery methods to expand access to or participation in educational activities.
- g. Partner with other organizations to increase participation in educational events.

NACM 2016-2019 Strategic Focus Areas

SFA # 2 Education and Resources Provided by NACM

GOAL 2: NACM's informational resources and materials will be easily accessible, useful and reflective of emerging issues.

Strategies:

- a. Evaluate and improve existing resources.
- b. Develop new resources and informational materials to improve court administration and court/justice system performance.
- c. Be a thought-leader and produce resources/reference materials on hot topics, emerging, issues, and promising practices.
- d. Market/communicate the availability of resources.

NACM 2016-2019 Strategic Focus Areas

SFA #3: Advocacy for the Profession

GOAL 1: NACM will be an influential and respected voice on behalf of courts and the court management profession.

Strategies:

- a. Pursue and participate in opportunities to educate about, and promote, the profession.
- b. Reach out to policy-makers to educate about the needs and important issues facing courts and the profession.
- c. Take a position and make recommendations on matters of importance.
- d. Develop advocacy resources and reference materials.
- e. Use innovative methods for acting on behalf of the profession.
- f. Educate and enhance relationships and communication with judges, judge organizations, and judicial/legal communities.
- g. Highlight contributions to improved court/judicial branch performance.

NACM 2016-2019 Strategic Focus Areas

SFA #4: Association Governance

GOAL 1: NACM's governance is representative, responsive, and effective.

Strategies:

- a. Improve the process for recruiting diverse, skilled, and enthusiastic Board and committee members
- b. Orient, develop, and nurture board and committee members
- c. Strengthen the cohesiveness and collaboration of the Board
- d. Evaluate, improve, and align Board processes, procedures and practices with operational and strategic priorities.
- e. Improve and realign committee structure and workload
- f. Form project teams to achieve long range goals and strategic priorities

Membership Trends

Information taken from 2018 Membership
Marketing Benchmarking Report, Marketing
General Incorporated

Biggest Internal Challenges to Growing Membership

1. Difficulty in communicating value or benefits
2. Insufficient staff
3. Difficulty in providing ROI
4. Membership too diverse, difficulty meeting needs of different segments
5. Difficulty attracting and/or maintaining younger members

What are your organizations' biggest external challenges to growing membership

- Competitive association(s) or sources of information
- Perception of the association and/or its culture (i.e., old boy's network, not specialized enough, etc.)
- Economy/cost of membership
- Lack of brand awareness
- Declining member/employer budgets

What are your association's top membership goals

- Increasing member engagement
- Increasing member retention
- Increasing membership acquisition
- Increasing non-dues revenue from members (attendance of conferences, purchase of services/education, etc.)

What are the most significant data challenges your association faces?

- Lack of marketing results tracking and analysis reporting (51%)
- Inadequate membership dashboards and reporting tools (48%)
- Poor data hygiene and accuracy
- Lack of skilled data professionals to manage and work with our organization's data
- Lack of ability to model and segment members and customers
- Lack of demographic or firmographic data on members/customers

Participant's Comments – What are your organization's marketing strengths?

- A good, sound membership strategy with financial resources (and leadership support) to implement.
- Consistent out reach to members and non-members
- Digital marketing, creative design, integrated campaigns
- Large database of those in the profession
- Our board is very engaged and in touch with the real world
- Our social media voice is targeted, authentic, and on-brand
- Innovative campaigns, engaged volunteers, relevant content
- We are very good at measuring results and ROI

Participant's Comments – What are your organization's marketing weaknesses?

- Database management, performance measurement and campaign evaluation
- Data spread across multiple databases. Poor website
- Lack a clear marketing plan, cohesive messaging and value proposition
- Lack of new benefits to promote; lack of agility to roll out new programs
- Marketing reach, identifying potential members not in our database, funding, time, website
- We don't tell our story well / why it's important to be a part of org

What do trends in our profession tell us

- Technology will be a driving force-Will IT dictate to operations (data drive policy) or will IT augment operations?
- Record retention and storage- Is it secure, accessible, inexpensive
- Adequate funding of courts, local and state levels-Doing less, with less (You can't do more with less, at least not efficiently and effectively)
 - Where will courts receive funding: User fees, transaction fees, fines, private donors,
 - If funding is scarce-Prioritizing the essential functions of courts, how do we do it, are we consistent and uniform throughout, is it fair and equitable

Trends continued

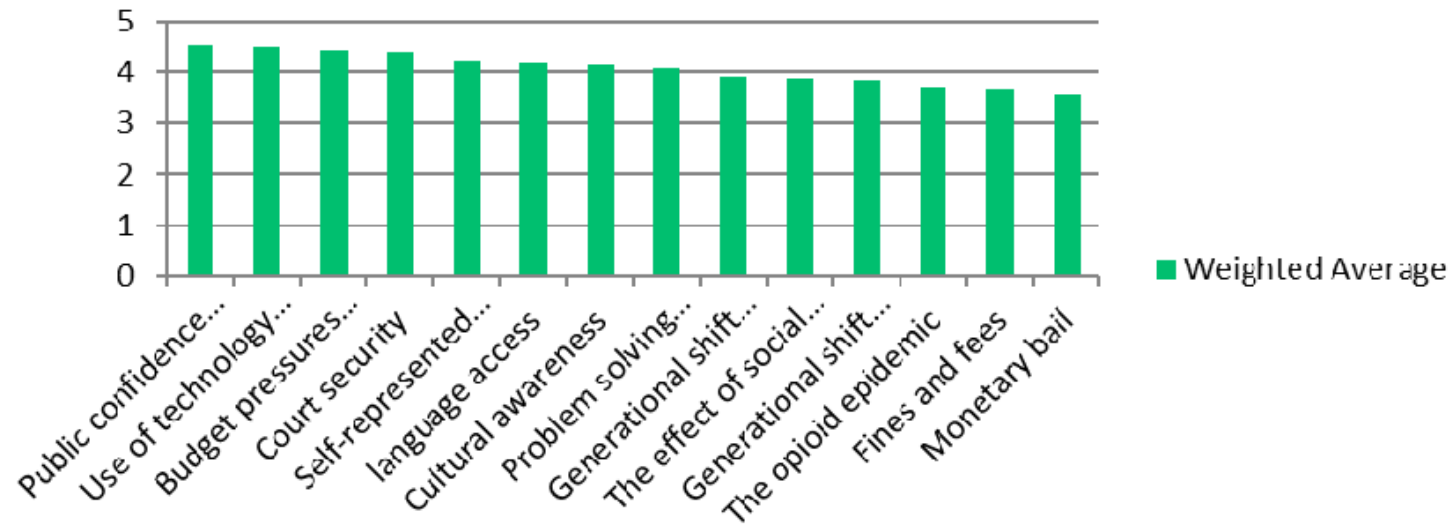
- **Complexity of courts will increase:** The use of courts as social arbiter-greater demand for problem solving courts and active engagement of the judiciary in the business of the community will rise.
 - This type of complexity may increase the types of cases involving older individuals-Elder Abuse and Guardianship cases will increase as the population age increases

Trends that we cannot control

- Intergovernmental relations and comprehension of what the Judiciary does for our government, community, society
- Community demands of our government, in particular, the one branch they trust the most-the courts
- Retirement and loss of institutional knowledge and experience
 - Our profession will incur its first real loss of generational knowledge and experience. How will the next generation of leaders adjust: modify existing practices, adapt and maybe enhance procedures so that courts may continue to function by administering justice in a fair, impartial and expedient manner.

WHAT DO OUR MEMBERS THINK NACM SHOULD SPEAK TO ON THEIR BEHALF

For each of the issues/trends below, please rate your level of agreement on whether NACM should advocate for these issues/trends on behalf of courts.



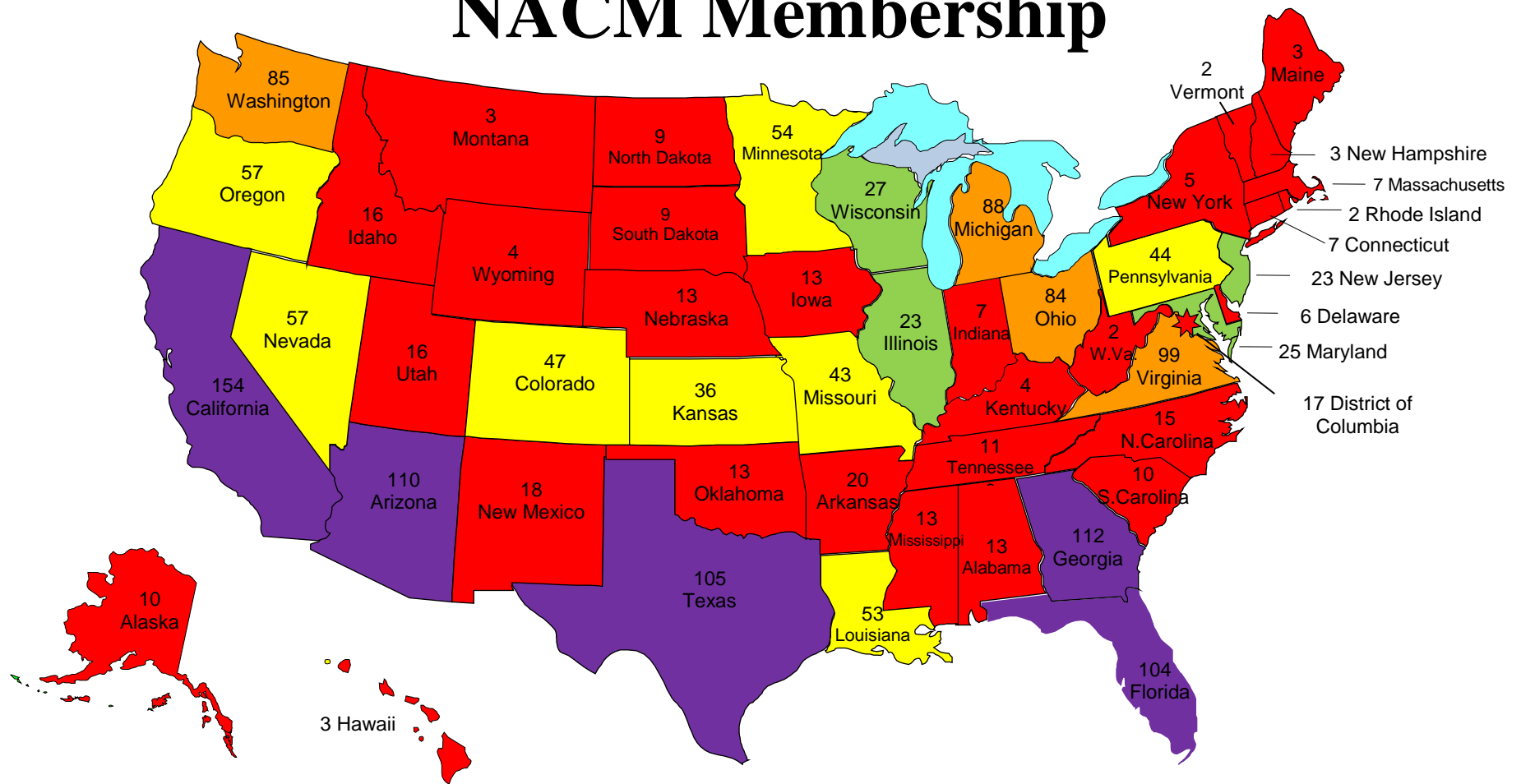
ADVOCATE...but for what?

- Only for issues of which the court has control or authority?
- Public trust-community outreach
- Access and fairness
 - Social justice issues
 - Access for court customers-LEP, SRL, indigent criminal defense
- Resources for court security-

Being resourceful...

- Electronic “library” of best practices, data, guides, webinars-landing pages on website geared to specific topics and or specific audience
- Techno savvy-continue collaboration with CTOC to explore and promote technological advances that can enhance public sector, specifically courts, and their operations.

NACM Membership



NACM Members

U.S. Territories:

American Samoa	2
Guam	4
Northern Mariana Islands	2
Puerto Rico	2
Virgin Islands	2

Total U.S. and Territories – 1,716

Total Membership -1,742

International:

Afghanistan	1
Australia	4
Canada	10
China	1
Luxembourg	1
Marshall Islands	1
Montserrat	1
Scotland	1
Singapore	1
Trinidad and Tobago	1
Ukraine	2
United Arab Emirates	2

Total International - 26

Total members by state

1 to 20	Red
21 to 40	Green
41 to 60	Yellow
61 to 80	Blue
81 to 100	Orange
Over 100	Purple