**National Association**

**for Court Management *Strengthening Court Professionals***

**COMMUNICATIONS COMMITTEE**

**September 8, 2022 @ 4:00 p.m. ET**

Chair: [Greg Lambard](mailto:greg@nacmnet.org) Vice Chair: [Roger Rand](mailto:roger@nacmnet.org) [Committee Page](https://nacmnet.org/committees/standing-committees/communications-committee/)

Attendees: Greg Lambard, Roger Rand, Andra Motyka, Charlene Watkins, Dawn Palermo, Erin Carr, Jeffrey Tsunekawa, Jeff Chapple, Kasey Morgan, Mae Swisher, Melinda Brooks, Rick Pierce, Tina Mattison

1. Welcome and Introductions
2. Approval of [August 11th](https://nacmnet.org/wp-content/uploads/Communications-Committee-Draft-Notes-06092022.pdf) Minutes
   1. Approved
3. Guide Discussion
   1. Courthouse Security
4. Communications Updates
   1. Website Roger Rand
      1. Website Subcommittee met 9/7. The first goal and change request is to revamp the NACM conference pages to have a Conference Home Page.
      2. The Website Subcommittee welcomes volunteers who want to get involved in improving the NACM website. The subcommittee meets on the 1st Wednesday of every month at 11AM PT.
   2. Podcasts Peter Keifer

Peter was unable to attend the meeting, but providing the following written update:

The September episode deals with ways to increase customer feedback in the courts.  We are talking with the Toledo Ohio, Municipal Court, the Salt Lake City Justice Court, and the Boulder Colorado, Municipal Court and how their work with LaGratta Consulting increased court user feedback.

Stacy Worby and I will be cohosting the October episode.  We're going to try something a little different.  We are inviting 6 folks to participate in a sort of "person-on-the-street" type survey interview.  We will ask each person a single question:

"In 2021 the National Center for State Courts' State of the State Court survey asked the public "How much do you agree with the phrase that the state courts provide equal justice to all?"  For the first time, state courts were slightly 'under water.'   46% that the phrase described the state courts well or very well, while 47% disagreed: it did not describe the state courts well or very well.  This year, public confidence in The U.S. Supreme Court, symbolically the paragon of our court system, sank to 25%, down 31% from the 1988 high of a 56% confidence rating.  On a very personal level: talking to your friends and neighbors (those who do not work in the courts) what is their level of confidence in our courts and why do they feel the way they do?"

* 1. Publications
     1. Court Manager Charlene Watkins/Dawn Palermo
        + The Summer/Conference edition is out for publishing. Greg thanked Dawn for pulling together the material for the summer edition
        + Fall Edition – we missed the deadlines, but will regroup and get out a Fall/Winter Edition
        + We are going to release a new schedule for next year

* + 1. Court Express Janet Cornell

Janet was unable to attend the meeting, but providing the following written update:

Hello and greetings everyone!  This is my request for content for the next  
issue of the NACM Court Express, Vol. 24, No. 4  Content is due to me by  
Friday, October 21, 2022.  The Court Express target publication date is  
Tuesday, November 29, 2022 - if that helps you determine content based the  
timing of your committee work.  If I have missed someone on the list of  
addresses, PLEASE forward on to them and ask them to be in touch with me.  
  
Here's what I am seeking:    
  
1.    NACM committee updates - anything on committee reminders, updates,  
products  - from the conference, communications, membership, governance,  
ethics, CORE, ECP, DEI and international committees  
2.    Information on upcoming events  
a.    2023 Mid-year conference info, reminders, announcements  
b.    Next ECP webinar - occurring after 11/29  
c.    Upcoming NACM podcast - occurring after 11/29  
d.    Upcoming DEI events - occurring after 11/29  
e.    Anything from the Ethics Committee?  
f.    Any updates regarding NACM social media?  
g.    Anything from JTC?  
3.    A "Member Mention" (profile) - this is a short write-up on a NACM  
committee member who has made contributions to your committee(s).  This  
includes a short summary of their name, court, job title, picture of the  
individual, when and why they joined NACM, and the contribution they have  
been making to the committee.  This is NOT intended to be a resume.  
  
Additionally, I have made notes that I'm expecting:  
  
1.    Info for the next national association/group profile on one of  
NACM's partner organizations - for the Partner Portal (Greg Lambard/Roger  
Rand)  
2.    An article from the International Committee on the recent survey  
offered at the annual conference (Samantha Wallis)  
3.    Something from the NACM Mentor program (Cheryl Stone)  
4.    Something about the CORE Committee and Champion program (Kelly  
Hutton)  
5.    Book review - have one in hand from Rick Pierce. Would welcome  
another.  
  
Lastly, if someone has any interest in, can "voluntold" someone else, or  
knows of a volunteer for the following, please let me know:  
  
1.    Profile of a state or regional court association - need a volunteer  
to write a 2-3 paragraph blurb  
2.    A "highlight" of the Minnesota courts, as a lead in to the 2023  
MidYear Conference - need a volunteer  
3.    Any volunteers - from your committees - to write a "wellness column"  
- need a volunteer, possibly an ongoing or occasional column  
  
Thank you for what you do for NACM!  Please reach back to me individually if  
you have questions.

* 1. Social Media Cristina Prieto

Cristina was not present but Jeff Chapple reminded us that Kristie Collier-Tucker expressed an interest in working with Christina on social media efforts.

1. NACM Committee Updates
   1. Membership (Kent)

Working on programs and incentives designed to increase membership

* 1. CORE Committee
     1. Working on a proposal to get videos and forms on-line so that members can watch CORE content from the conferences and get credit for them.
  2. Conference Development
     1. Looking for volunteers to score proposals for Midyear and Annual 2023
  3. Governance
     1. Met yesterday. Set up subcommittees for Bylaws, Operations Manual, Resolutions. We are looking for volunteers to help with these subcommittee documents.
     2. Looking at process for supporting a approving resolutions.
     3. Bylaws – voting and changes to resolution process
  4. DEI (Kathy/Roger)
     1. Bookclub first meeting was on 8/25 and it went well although it was a webinar and conducted as an interview with the author. Questions were fielded by the hosts. The hope is that the next book will be announced based on NACM member suggestions and when we meet we will split attendees into smaller groups and provide them with questions to discuss and then we’ll regroup and have someone report back to the larger group.
     2. Discussion about whether or not to do DEI content or broaden the scope to management. There was a recommendation to have management books and education follow this format under the ECP committee.

1. Future Meetings

**Future Meeting dates.**

February 9, 2023

October 13, 2022 March 9, 2023

November 10, 2022 April 13, 2023

December 8, 2022 May 11, 2023

January 12, 2023 June 8, 2023

July TBD at Annual Conference

New Business

Rick Pierce said that Edwin Bell from NCSC is working on an Organizational Toolkit and will be looking for pilot courts. There should be some information coming out soon.

**Thank you for your time.**

***Greg Lambard & Roger Rand***

Association Services: National Center for State Courts, 300 Newport Avenue, Williamsburg, VA 23185 (757) 259-1841, Fax (757) 259-1520

Home Page[: http://www.nacmnet.org](http://www.nacmnet.org/)