



# National Association *for* Court Management

## 2020 Virtual Education Program and Expo

Thursday, August 20

### **10:00 AM ET - Building an Effective Multigenerational Court System – Part A (Pre-Recorded)**

Modern day workplace has four generations working under one roof. Baby Boomers, Generation Xers, Millennials and soon Generation Z all work together to accomplish common organizational goals. But with differences in each of these generation's viewpoints, upbringings, culture, ideas, beliefs and experiences, it is likely to see some tiffs or clashes within the organization. This makes managing four different generations in the workplace an extremely difficult task to accomplish, though not impossible. With right guidance, support and advice, the task of managing these four generations under one roof is achievable. That support may come in various forms, one of which is this program. In this program about managing four different generations in the workplace, best-selling author Jeff Butler, backed by a decade of psychological research, shares insights about motivations, differences, and communication styles of these four generations. You will learn how organizations across various industries are thriving with a multigenerational workforce. And how yours can too. Through this program you'll find specific actionable strategies to manage your cross-generational challenges and turn your multigenerational workforce into a competitive advantage.

### **12:00 PM ET - Building an Effective Multigenerational Court System – Part B (LIVE)**

Recently, the Millennial generation took the stage as the largest generation in the U.S. workforce. Millennials (Generation Y), born between 1981 to 2000, are your current and future leaders and they are bringing tremendous change, innovation and opportunity. In this program you will hear up-to-the-minute data and case studies, author Jeff Butler helps you better understand your organization's millennials. This program covers the end to end Millennial employee lifecycle from hiring, managing and retaining. Each segment of the cycle will have both high-level theories as well tactical strategies that attendees can immediately begin using after the program. Some include: how to create an enticing message to attract a millennial's attention, practical tips of managing difficult employees, and retention strategies that CEO Jack Welch implements at General Electric.

### **3:00 PM ET – Expanding Access to Court Services Neighborhood Centers – (Pre-Recorded)**

Learn how Seattle Municipal Court's innovative 'In The Community' events offer warrant resolution, resolving unpaid tickets, relicensing and supportive services from our Community Resource Center outside the courthouse in neighborhood centers. Through partnership with service providers, event attendees can address court issues and access social services including state social and health benefit enrollment, job training, counseling, substance abuse treatment, transportation services and legal guidance on resolving LFOs or vacating convictions. We help both court-involved and community members make meaningful change in their lives by providing access to resources and support. Events are held quarterly with 250-400 individuals served per event. Court staff and volunteers help attendees complete an intake form where they identify the services and resources they want to access during the event. Each participant is linked with a navigator who helps the individual connect with their prioritized programs and services. Learn how to improve access to court programs and services, how community partnerships support addressing underlying needs, how to organize and manage event logistics and promote events through local media, outreach and social media.

### **Thursday, August 27**

### **10:00 AM ET – E-Learning as a Creative Alternative to Fine and Fees – (Pre-Recorded)**

Computer-based interactive e-learning can be an effective alternative to fines and fees. Using an NYC case study, presenters will discuss the theory of procedural justice, how it can be applied to e-learning, building stakeholder buy-in, and the collaborative design process between system players, reform experts, and e-learning designers.

### **12:00 PM ET – Racial Diversity: American Courts taking the Lead in Healing – (LIVE)**

Why should courts be concerned about current unrest in our communities over racial disparities, excessive force and perceived lack of dignity and respect for persons of color? These and other factors contribute to an undermining of the justice system including courts. This panel will discuss these issues and offer excellent examples of what is being done to combat them.

### **3:00 PM ET – Key Steps for Achieving Successful Civil Justice Reform (Pre-Recorded)**

This session will highlight the processes critical for a successful reform effort and lessons learned from a recent case study of four states implementing civil justice reform, including insights from David Slayton, Administrative Director for the Office of Court Administration, who led these efforts in his home state of Texas. The session is

valuable for those engaged in civil justice reform, and anyone contemplating court reform more broadly, including reform within the context of the events of 2020.

### **Thursday, September 3**

#### **10:00 AM ET – Core® Competency: Accountability and Court Performance – Part A: Coming Out of the Basement on Data Governance and Public Trust (Pre-Recorded)**

The days of inaccurate data being hidden in the courthouse basement are over: court leaders, the public, and justice partners increasingly depend on ready access to accurate and timely data. For court leaders, good quality data are essential for accountability and court performance. Having a data governance strategy and data governance policies make this possible. In this session, we will discuss the importance of data governance, how to get started or further develop your data governance plan, and share some of the current work of the NCSC in this area.

#### **12:00 PM ET – Core® Competency: Accountability and Court Performance - Part B: Public Access to Court Data (Pre-Recorded)**

Expectations of public availability of court data continue to rise as data processing power and data savviness increase in our society. Public and research access to case-level data are an essential avenue for demonstrating court performance, ensuring accountability, and advancing evidence-based practice. Are the courts effectively managing both the opportunities and risks of data openness? Learn what researchers and other requestors are hoping to learn from and do with our data, and what questions courts might want to answer when considering a data access policy that bolsters the courts' mission while minimizing expected risk.

#### **3:00 PM ET – Authentic Court Experiences Via Integrated Remote Appearance (LIVE)**

The Superior Court of Placer County's (CA) goal was to create an Integrated Remote Appearance System (RAS) that preserved the authentic court experience. As RAS entered the second month of pilot implementation, COVID required rapid expansion into full production.

While the pandemic has video the norm rather than novelty, moving beyond crisis to permanent system change will require careful planning and execution. This session will walk through the Placer Superior Court's RAS program approach to key policy, technology, evidence sharing, ease of access, and calendar management questions that remain informative as video becomes part of our collective core service delivery.

## **Thursday, September 10, 2020**

### **10:00 AM ET – Beyond Pennsylvania Dutch: Language Access in the Keystone State (Pre-Recorded)**

As the 10th most linguistically diverse state in the nation, Pennsylvania has worked to create local and state language access plans to ensure equal access to the courts. This program will describe the Pennsylvania story and invite participants to share their own experiences in creating and implementing their own plans.

### **12:00 PM ET – SIG: (Live)**

### **3:00 PM ET – Crafting a Dynamic and Effective Court Security Curriculum (Pre-Recorded)**

Everyone agrees that court security is important, but so often our curriculum focuses on trends and leaves learners wanting to know what actionable steps they can take next. Join educators from Arizona and Texas as they discuss how to create curriculum that is dynamic and engages Judges, court staff, and court security officers. Using adult education best practices, Jeff and Jessica will illustrate how to develop a comprehensive curriculum that covers all courts, from courts that conduct high profile trials to courts of limited jurisdiction who conduct court in nontraditional buildings. Participants will be given tips on how to incorporate activities, resources, and student feedback into the curriculum and student materials. This class will engage NACM participants too – so bring your ideas and experience to share with your fellow members.

## **Thursday, September 17, 2020**

### **10:00 AM ET AM – Preserving Families: The Dependency Alternative Program (Pre-Recorded)**

The award-winning Pima County Dependency Alternative Program is innovative differentiated case management resulting from multi-system collaboration and leadership that identified gaps and solutions in the court and child welfare systems. This cost-saving, replicable program empowers and strengthens families and enhances access to justice using defined criteria. Access to justice is provided to families through an opportunity to avoid involvement in a dependency case when family law or guardianship orders will keep children safe. The family meets with an advisory attorney, and participates in a settlement conference with a court mediator. If an agreement is reached, a hearing is held for entry of orders the same day. DAP court cases are open an average of 7 days from referral (and remain stable at 97% success rate), an improvement from the 141 day average for a pre-adjudication dismissal cases in similar

cases identified while designing the program. Those cases were costly in time, money, and resources, and took a toll on families.

**12:00 PM ET – Sponsored Session Presented by Tyler Technologies and AWS: Communication is Key: How to Improve Juror’s Service Experience (LIVE)**

Citizens expect to interact with the court as easily and conveniently as they do with a bank or airline. Improving a juror’s service experience through effective communication can save courts time and money. Imagine being able to send reminder messages via text and email, direct jurors to their appropriate locations, or calling off jurors in case of emergencies with one tool. In this session you’ll learn how several court staff from different sized courts increase their court efficiency and improve convenience for jurors, regardless of size, demographic or volume of cases, by utilizing the same modern technology.

**3:00 PM ET – Dis/mis-Information Campaigns (Pre-Recorded)**

U.S. military and intelligence services have identified thousands of social media posts that attack the courts and the justice system—and that originated with fake accounts, many coordinated by foreign governments, all designed to undermine public faith in our justice system. With a growing number of Americans reporting they get their news from social media (6 in 10 say they use Facebook regularly), it’s time to get prepared for when the internet trolls land at your court’s virtual front doors. This session will provide education on what these attacks look like, and how they are designed to tap into already existing concerns about the courts. It will also provide take-home guidance on what every court should know about fighting back with proactive messaging.

**Thursday, September 24, 2020**

**10:00 AM ET – Core® Competency: Educational Development-Part A: Virtual Education- What You Need to Know (Pre-Recorded)**

Among the many lessons learned in 2020 is this one: we have had to reimagine how to deliver education to all our colleagues at a time when they desperately need information about how to perform their jobs in a new way, but gathering in the traditional classroom is not possible. Webinars and virtual learning have been around for some time, but we may or may not know how to make these sessions as informative and effective as those we are used to offering in-person. In this relevant session, you will learn the basics of what makes virtual education engaging and effective from an adult learning perspective; get tech tips about the various tools offered by popular platforms like Zoom, WebEx and others; hear about the topics most frequently presented this year from colleagues around the country; and discover free and no-cost education opportunities and resources, including the NACM Core curriculum designs. This session is related to Educational Development competency, which is part of the Practice module of the NACM Core.

**12:00 PM ET – Core® Competency: Educational Development - Part B: Training the Next Generation of Case Management (Pre-Recorded)**

This session shares concepts and design strategies from the Federal Circuit's case management training program that reduced training time by 75% and increased docketing accuracy by 14%. Attendees will have a framework for developing their own training program focused on rapid, verifiable results to integrate new staff into court operations.

**October 1, 2020**

**10:00 AM ET – Our Courts & Our Community: How the Ethics Core Helps You - Part A (Pre-Recorded)**

What are the ethical implications of the issues confronting today's court leaders, their connected courts, and their communities? Using timely and credible scenarios, attendees will engage in an interactive discussion of ethics that reflects the Ethics Curriculum in the Core and encourage for participants to use the Core as a training instrument.

**12:00 PM ET – Our Courts & Our Community: How the Ethics Core Helps You - Part B (Pre-Recorded)**

What are the ethical implications of the issues confronting today's court leaders, their connected courts, and their communities? Using timely and credible scenarios, attendees will engage in an interactive discussion of ethics that reflects the Ethics Curriculum in the Core and encourage for participants to use the Core as a training instrument.

**3:00 PM ET – Diversity, Equity, and Inclusion: Massachusetts Trial Court (LIVE)**

Computer-based interactive e-learning can be an effective alternative to fines and fees. Using an NYC case study, presenters will discuss the theory of procedural justice, how it can be applied to e-learning, building stakeholder buy-in, and the collaborative design process between system players, reform experts, and e-learning designers.