



*Minnesota Association for
Court Management
2009 Annual Business Meeting*

***Efficiency and Effectiveness
in a Changing World***

MISSION:

MACM is an organization committed to the enrichment of its members through professional growth and development, opportunities, promoting advancements and innovations in court administration, and partnering with other professionals working to improve the justice system in Minnesota.

**Thursday, June 4, 2009
Fountains of Ramsey Event Center
Ramsey Office Plaza
7533 Sunwood Drive - Suite 100
Ramsey, MN • 763-712-0987**

Efficiency and Effectiveness in a Changing World

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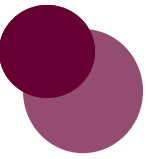
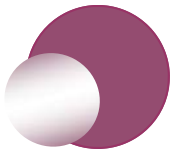
Agenda

- 8:00 a.m. **Optional Rolls and Coffee for Early Attendees**
3rd Floor Conference Room, 10th Judicial District Office
- 9:00 a.m. **Welcome**
Susan Love, MACM President
Lynn Wagner, 2nd Vice President, Education Chair
- 9:05 a.m. **MACM Business Meeting**
- ◆ Executive Board Report: Susan Love
 - ◆ Past President's Report: Chris Volkens
 - ◆ Treasurer's Report: Joanne Kopet
 - ◆ Legislative Committee Report: Karen Messner
 - ◆ Education Committee Report: Lynn Wagner
 - ◆ Membership Services Committee Report: Jennifer Schlieper
 - ◆ Bylaws Committee Report: Brian Jones
- 10:15 a.m. **Round Tables** *(see topics on next page)*
- 11:45 a.m. **Lunch**
12:00 - 12:15 p.m.: MACM Awards Presentation
12:15 - 12:30 p.m.: Court Master Apprentice Contest
- 12:30 p.m. **Judicial Council: Purpose & Future Plans**
Chuck Kjos, Court Administrator, Olmsted County
- 1:00 p.m. **Communicating with Employees in
Challenging Times**
Minnesota Analysis and Development (MAD)
- 3:00 p.m. **End**
- 3:15 p.m. **MACM Executive Board Meeting**
3rd Floor Conference Room





ROUND TABLE TOPICS

- ◆ **Access & Service Delivery II (ASD II)**
Marsha Unthank, Deputy District Court Administrator, 4th Jud. District
Jerry Winter, Judicial District Administrator, 1st Judicial District
Description: To provide an outline of the scope of the ASD II Review. To discuss the status of the various issues and concepts before the ASD II group and answer questions about the work of the group. Listen to any thoughts, comments and suggestions of MACM members.
 - ◆ **Centralized Payables - Access & Service Delivery I**
Nancy Crandall, Deputy Director, Court Services Division, SCAO
Nancy Kehmeier, Project Manager, ASD I-Centralized Payable Project, SCAO
Description: Learn about the current plans for the handling of citation payables through a statewide unit. The topic will also address the supplemental technology projects (E-Citations, Auto Assess, IVR/IWR and Collections) that are related to successful rollout of Citation Payables, and will also provide benefits to local courts.
 - ◆ **Court Administration Processes (CAPS)**
Annette Fritz, Manager, Business Practices Unit, SCAO
Anita Hupfer, Court Operations Analyst, Business Practices Unit, SCAO
Description: To provide managers and supervisors with insight into the process of documenting a CAP for statewide use and discuss how CAPs could be used in day-to-day operations.
 - ◆ **Data Quality: Reports, Results, Measures**
Deb Dailey, Research and Evaluation Manager, SCAO
Linda Murray, District Training Coordinator, 3rd Judicial District
Gail Clapp, Business Practices Unit Manager, 4th Judicial District
Description: This roundtable session will acquaint you with the reports that are available to you on CourtNet, particularly the ones that related to the Judicial Council's Performance Measures. You will also learn about available MNCIS reports and other data quality reports that can be used as tools to help ensure the accuracy of the performance measures reports.
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◆ **ROUND TABLE TOPICS**

◆ **Halogen - New Performance Management Tool**

Matt Ream, Human Resources Specialist, State Court Administration
Jeri Boetcher, Human Resources Manager, 1st Judicial District

Description: Electronic Performance Management is here! Stop by for a short demo of the software, as well as a look at the newly revised performance management form and competencies. Halogen is an electronic performance management package that has multiple capabilities including, goal setting and tracking, employee and supervisor journaling, ability to link goals to priorities, and much more. This new software is very user friendly and will allow supervisors to better manage employee performance.

◆ **Interactive Document Imaging with MNCIS**

Jackie Ranney, Court Operations Supervisor, 10th Judicial District

Description: Learn about the newest developments using Interactive Imaging with MNCIS. At this roundtable, you will receive a brief summary of Sherburne County's experience with interactive imaging with MNCIS. Stop by this table to learn more about the process of imaging the documents when entering them in MNCIS, as well as retrieving documents once they have been entered.

◆ **Long Term Allocation - Lowest Norm**

Mike Moriarty, Judicial District Administrator, 10th Judicial District
Dawn Torgerson, Acting Finance Director, State Court Administration

Description: Provides an overview of how the Long Term Allocation Formula works in establishing the District budgets with insight on how using the lowest norm will be phased in over the next three years. Also reviews the budget timetable for the preparation of the biennial budget.

◆ **Mentoring**

Tama Hall, Special Courts Administrator, 2nd Judicial District
Deb Morse, Human Resources Manager, 4th Judicial District

Description: To discuss the benefits of establishing a formal mentoring program and the lessons learned in starting a program in Ramsey County and Hennepin County District Courts.

◆ **Performance Management: Writing Effective Reviews**

Lynn Wagner, Human Resources Manager, 10th Judicial District
Sara Kujawski, Human Resources Manager, SCAO

Description: To review the principles of writing reviews and setting goals, and also to discuss common problems and issues in the performance evaluation process.

◆ ROUND TABLE TOPICS

◆ **SharePoint Collaboration**

Tim Kraus, Training Specialist, 4th Judicial District Court
Karen Bondy, Training Specialist, State Court Administration

Description: SharePoint is a platform for collaboration amongst a workgroup or any number of people separated by distance, time and other variables. This roundtable will show attendees SharePoint features like access and navigation, how to get started developing a SharePoint 2007 portal, utilizing sites and sub-sites, the various SharePoint roles (Reader, Contributor, Owner and District Site Collections Administrator). Facilitators will share practical planning steps and suggestions, available learning resources, SPAUG, EOD training via WebEx and hands-on use. Some examples of how SharePoint has been used in judicial districts will also be shared.

◆ **Sharing Work Across County & District Lines**

Brian Jones, Assistant District Court Administrator, 1st Judicial District
Becky Dolan, Assistant District Administrator, 8th Judicial District

Description: This JAD workgroup was formed recently to discuss and outline opportunities for work sharing across districts. This is important as we move to the lowest norm, absorb budget reductions, and seek greater efficiencies in case processing. Some of this work has already been done within districts where work is shared across county lines. At this round table you will receive a copy and summary of the workgroup report, discuss other local work sharing opportunities, as well as have a chance to ask questions.

◆ **Tomorrow's Technology**

Bob Hanson, Information Technology Director, State Court Administration

Description: Learn about the latest technology that uses our five senses and interacts with the data, information and knowledge that mankind has accumulated about everything and which is increasingly all available online. The 'SixthSense' is a wearable gestural interface that augments the physical world around us with digital information and lets us use natural hand gestures to interact with that information. A video will be shown from Pattie Maes' lab at MIT

◆ **Training Delivery in a Changing World**

Robyn Boche, Education & Organization Development Manager, SCAO
Sarah Lindahl-Pfieffer, Court Operations Manager, 10th Judicial District

Description: To assist managers/supervisors in finding educational opportunities so that employees can obtain credits even when time and money are limited. Brainstorm on educational delivery methods.

Judicial Council: Purpose & Future Plans

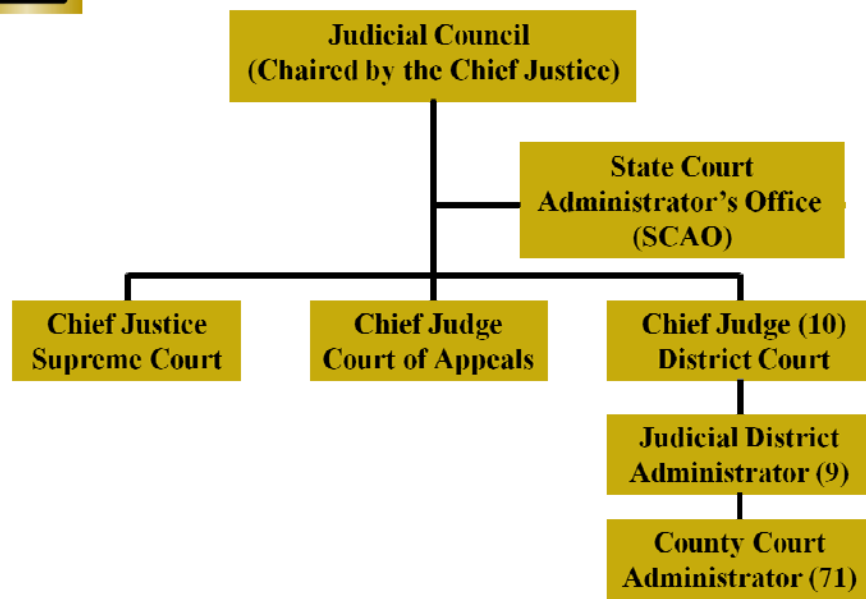
Chuck Kjos, Court Administrator, Olmsted County

The Minnesota Judicial Council is the administrative policy-making authority for the Minnesota Judicial Branch. The purpose of the Council is to govern the Judicial Branch through the establishment and monitoring of administrative policies designed to achieve an accessible, fair and timely system of justice statewide, and to ensure that the Judicial Branch functions as an independent and accountable branch of government.

Speaker Biography: **Chuck Kjos**, is the Court Administrator of Olmsted County. He graduated from Winona State University. He is also a Graduate of the Court Executive Development Program- 1991, and is a Fellow at the Institute for Court Management. Chuck was the Court Administrator for Freeborn County for 19 years, and has been the Court Administrator for Olmsted County for the past 8 ½ years. He has served on many committees for MACM.



Minnesota Judicial Branch Administrative Structure



Communicating with Employees in Challenging Times Minnesota Analysis and Development (MAD)

We have all been told that the only thing that the constant in our lives is change. Now more than ever, it's important to understand how change affects us personally and professionally so we can take better care of ourselves and our employees.

In this session, we will explore the difference between change and transition. We will learn some strategies to help us manage through transition and change, and we will use change management tool to help facilitate conversations during stressful times.

Speaker Biography: **LINDA DRAZE** is the Training Manager for MAD. She is responsible for the successful design, delivery, and evaluation of statutorily mandated Supervisory and Management Development Core programs, as well as numerous other curricula. As a curriculum designer and instructor, Linda is highly sought after throughout state government for her skills in facilitating sessions on leadership, communication, employee motivation and recognition, creativity and innovation, and various other topics. Since 1990, she has worked for the State of Minnesota as a trainer and training manager at the Departments of Transportation, Employee Relations, and Administration.

Prior to her tenure with the state of Minnesota, Linda was the Manager of Information and Counseling Services at the University of Minnesota, Office of Student Financial Aid. Linda holds a B.A. from the University of Minnesota and is a certified consultant in both the Work Behavior and Creatrix Inventories, two state-of-the-art instruments used to assess an individual's work style and personality, as well as his or her capacity for innovation. She is also certified to administer and interpret the Profiler 360-degree feedback instrument of Personnel Decisions International (PDI).



Management
Analysis
& Development

◆ Special Thanks To MACM Committee Members:

Education Committee Members:

Lynn Wagner, Chair
Patty Amberg
Doug Anderson
Robyn Boche
Jeri Boetcher
Vicky Carlson
Jan Cossette
Diane Fox
Jill Goski
Fred Hendrickson
Pam Kilpela
Joanne Kopet
Robert Langer
Sarah Lindahl-Pfieffer
Susan Love
David Marchetti
Karen Messner
Kathy Narlock
Jan Peterson
Judy Peterson
Lisa Pister
Cindy Stratioti
Mary Teschendorf
Gwen Upton
Chris Volkers

Membership Services Committee Members:

Jennifer Schlieper, Chair
Lisa Logghe
DeAnn Hallberg
Jan Cossette
Tama Hall
Pam Kilpela
Vicky Carlson
Gail Clapp
Becky Knudson
Sandra Vrtacnik
Annette Fritz
Chris Volkers
Susan Love
Joanne Kopet
Karen Messner
Sarah Lindahl-Pfieffer
Lynn Wagner



◆ Special Thanks To Conference Facilitators

Linda Draze
Chuck Kjos
Marsha Unthank
Jerry Winter
Nancy Crandall
Nancy Kehmeier
Annette Fritz
Anita Hupfer
Deb Dailey
Linda Murray
Gail Clapp
Matt Ream
Jeri Boetcher

Jackie Ranney
Mike Moriarty
Dawn Torgerson
Tama Hall
Deb Morse
Lynn Wagner
Sara Kujawski
Tim Krause
Karen Bondy
Brian Jones
Becky Dolan
Bob Hanson
Robyn Boche
Sarah Lindahl-Pfieffer

