

Minnesota Association for Court Management Summer Conference Program

*Leading the Way for
Learning & Networking
in the Courts*

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.

Breezy Point Conference Center





Leading the Way for Learning & Networking In The Courts

June 25-28, 2006, Breezy Point

SUNDAY, June 25, 2006

- 1:00 PM GOLF TOURNAMENT**
- 6:00 - 8:00 PM REGISTRATION**
- 6:30 PM EXECUTIVE BOARD MEETING**
Governor's Room (2nd Floor)
- DINNER ON YOUR OWN**
Marina Dining Room or Antler's Restaurant

MONDAY, June 26, 2006

- 8:00 - 8:30 AM REGISTRATION**
- 8:30 - 8:45 AM OPENING REMARKS**
White Birch Room I
Mike Moriarty, MACM President
Kate Fogarty, MACM 2nd Vice President
- 8:45 - 9:00 AM STATE OF THE JUDICIARY ADDRESS**
White Birch Room I
Chief Justice Russell Anderson
- 9:00 - 9:45 AM JUDICIAL ELECTIONS AND YOU IN A
POST-WHITE WORLD**
Panel Presentation
- 9:45 - 10:00 AM BREAK**
- 10:00 - 12:00 PM THE GOOD AND THE BAD NEWS: TRENDS AND
THEIR IMPACT ON COURT ADMINISTRATION**
Dr. Maureen Conner
White Birch I
- 12:00 - 1:00 PM BARBEQUE LUNCH LAKESIDE**
- 1:00 - 4:30 PM BREAKOUT SESSIONS**
Choose 1 class from each session - 1.5 Hours Each

Sessions:	Developing the Court Administration Profession By Dr. Maureen Conner Heartland I & II	Renewal & Resilience By Alanna Moravetz Limit 30 attendees Heartland III & IV	Staffing Study Panel White Birch I	Investigating Employee Situations Jason Kujanen Governor's Room
SESSION I 1:00 - 2:35				
SESSION II 2:55 - 4:30				

DINNER ON YOUR OWN: Marina Dining Room or Antler's Restaurant



TUESDAY, June 27, 2006

**8:30 - 10:00 AM BUSINESS MEETING;
LEGISLATIVE REPORT
BY-LAWS; RIDEALONG AWARDS;
ELECTIONS; LEGISLATION
White Birch Room I (2nd Floor)**

10:00 - 10:15 AM BREAK

**10:15 - 11:30 AM THE PROFESSION OF COURT
MANAGEMENT
Chelle Uecker, President of NACM
White Birch Room I (2nd floor)**

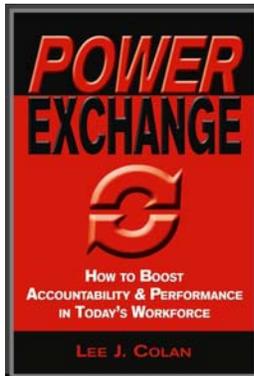
**11:30 - 12:30 PM AWARDS LUNCHEON BUFFET
White Birch Room II (2nd floor)**

**12:30 - 2:30 PM WHAT'S NEW AROUND MINNESOTA
Round Table
White Birch Room I (2nd floor)**

2:30 PM BREAK

**3:00 - 4:00 PM CAUCUS BY JOB FUNCTION
Participants will be assigned to a room below:
Heartland I, Heartland II, Heartland IV, or
Pelican Room**

**DINNER ON YOUR OWN
Marina Dining Room or Antler's
Restaurant**



WEDNESDAY, June 28, 2005

**8:30 - 9:45 AM POWER EXCHANGE—HOW TO BOOST
ACCOUNTABILITY IN THE COURTS**
Susan Love & Jeri Boetcher
White Birch I

9:45 AM BREAK

10:00 - 11:30 AM DR. HUMOR
White Birch I

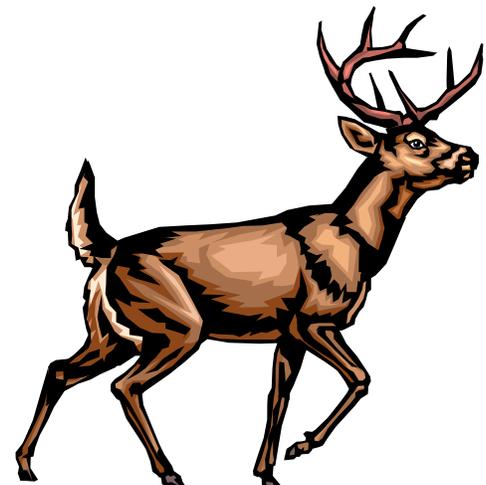
11:30 AM CONFERENCE ENDS

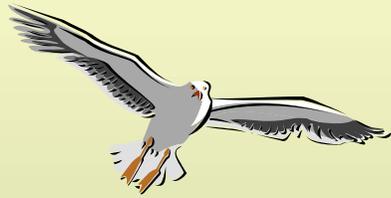
12:00 PM LUNCH ON YOUR OWN

**12:00 - 2:00 PM EXECUTIVE BOARD LUNCHEON
MEETING**
Governor's Room

ACCREDITATION

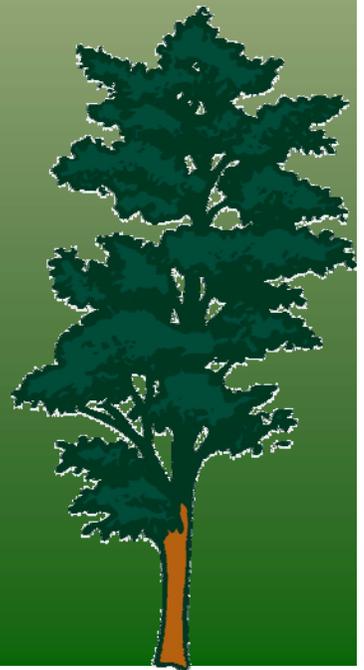
Policy of the MN Judicial Council for Employee Education Policy and Standards require that court managers shall complete 45 Continuing Management Education (CME) approved credits. The MACM Conference has been submitted to the Education & Organization Development Division SCAO for 14.5 hours. Accreditation is pending.





CLASS

Descriptions



Judicial Elections & You In a Post-White World

What you will learn:

In a 5-4 opinion, the U.S. Supreme Court ruled in *Republican Party of Minnesota v. White* that candidates for judicial election could not be barred from announcing their views on disputed legal and political issues. Subsequently, the Eighth Circuit held that under the First Amendment, judicial candidates also could not be prohibited from announcing their political party affiliations, or from seeking and using party endorsements. The *White* decision has overturned how judicial elections will be run in Minnesota. Without question, the number of contested elections will increase dramatically in the years ahead. Unless there are changes, these will be partisan elections with many of the trappings of other political races – attack ads, solicitations, endorsements, lawn signs, bumper stickers, and fund raising. What can you do in a contested election? How will local court administration offices be affected? The panelists will review the impact of the *White* decision, share the experiences in other states that have partisan judicial elections, discuss how the endorsement process may be used by the political parties, and how you might be affected. Updates will be provided on the efforts to keep judicial elections non-partisan and independent. The Judicial Council's Political Activity Policies will also be reviewed with emphasis on what you can't do at work, but what you may be able to do after hours.

Moderator:

Michael Moriarity, District Court Administrator

Panelists Include:

Sue Dosal, State Court Administrator

Judy Besemer, Judicial Council Member

The Good and Bad News: Trends and Their Impact on Court Administration

What you will learn:

In 2005, Thomas L. Friedman, three-time Pulitzer Prize winner, announced that the world is flat. He acknowledged the profound and rapid changes brought about by technology, which have resulted in the flattening of organizations and the demand for transparency. Survival in a flat world is contingent on leadership, flexibility, imagination, understanding, and courage. This plenary session will scrutinize select trends and consider their impact on the administration of courts.

Speaker Bio: Dr. Maureen Conner



Maureen Conner is an assistant professor in the School of Criminal Justice and director of the Judicial Administration Program at Michigan State University. She is also the executive director of the Judicial Education Reference, Information and Technical Transfer (JERITT) Project. The JERITT Project, housed in the School of Criminal Justice at Michigan State University, is the national clearinghouse for judicial branch education publications and information. Maureen routinely consults with state, national, and international judicial branch and justice system organizations. She has developed, administered, and evaluated continuing professional education and training for judges, court personnel, law enforcement, and corrections since 1983. Her areas of interest are mentoring, curriculum and program development, professionalism, personal and professional renewal, evaluation, needs assessment, and planning. Maureen has authored eight monographs and numerous journal articles and book chapters.

Previously, Maureen was the director of judicial education for the Illinois Supreme Court and an education program manager for the Michigan Judicial Institute. In the private sector, Maureen was president of Yarrow, a conference and retreat center for corporate executives.

Maureen received her Ph.D. from Michigan State University in sociology, her MA from Western Michigan University in public administration, and a BA in criminal justice from Michigan State University. She is the recipient of the 2001 Ernest C. Friesen Award and the Sixth Annual Howell Heflin Award.

The Profession of Court Management

What you will learn:

As a leading voice for those managing courts both in the United States and abroad, NACM has a responsibility to speak out for court improvement and to lead the way toward better justice and exemplary public service. To that end, the NACM Officers and Board have announced a National Agenda on the Court Management Profession 2005 – 2010. The Agenda promotes the enhancement of court management in limited, specialized and general jurisdiction trial courts and supports strong, independent, impartial judiciaries world-wide. The Agenda has six interwoven components: Professional Court Management Education; Funding of State Court Systems and Trial Courts; Caseflow Management Improvements; Public Perceptions of the Courts and Community Collaboration; Judiciary, Executive and Legislative Relationships; Court System and Trial Court Governance. As the current NACM President, Chelle will provide an overview on the importance of these components with a focus attention toward the Public Perception of the Courts.

Speaker Bio: Richelle “Chelle” Uecker

Chelle Uecker has worked in courts for 32 years. Ms. Uecker worked for the Fourth Judicial District in Hennepin County, Minneapolis, MN for 29 years, most recently as the Deputy District Court Administrator. In 2003, Ms. Uecker was appointed as the Assistant Chief Executive Officer, Superior Court of California-County of Orange in California. Ms. Uecker has actively developed Quality and Achievement programs and was a key member of the Hennepin County, MN District's strategic planning and Baldrige initiatives, as well as, NACM's Strategic Planning Committee. Ms. Uecker has served on the Joint Technology Committee as a National Association for Court Management (NACM) member for several years. This is a collaborative group of NACM and COSCA (Conference of State Court Administrators) members that develop standards and technology project priorities for the courts. She also serves on the Global Justice Information Network and (Global) Advisory Committee (GAC) and its Executive Committee, and chairs the Security Working Group. Ms. Uecker is a Fellow of the Institute for Court Management (1995) and serves as faculty for the Institute for Court Management. She serves as a consultant and trainer on customer service, the quality process and trial court leadership to court systems nationally. Ms. Uecker is the current NACM President.

Developing the Court Administration Profession: What Does it Have to do With You?

What you will learn:

This session will focus on the elements of professional work that bring greater recognition and status to court employees. Attendees will learn how these elements can be a basis for encouraging greater professionalism among court administrators and staff. It will close with a presentation on the Michigan State University Judicial Administration Program, which is a curriculum for court professionals built on the NACM core competency guidelines.



Speaker Bio: Maureen E. Conner, Ph. D.

Maureen Conner is an assistant professor in the School of Criminal Justice and director of the Judicial Administration Program at Michigan State University. She is also the executive director of the Judicial Education Reference, Information and Technical Transfer (JERITT) Project. The JERITT Project, housed in the School of Criminal Justice at Michigan State University, is the national clearinghouse for judicial branch education publications and information. Maureen routinely consults with state, national, and international judicial branch and justice system organizations. She has developed, administered, and evaluated continuing professional education and training for judges, court personnel, law enforcement, and corrections since 1983. Her areas of interest are mentoring, curriculum and program development, professionalism, personal and professional renewal, evaluation, needs assessment, and planning. Maureen has authored eight monographs and numerous journal articles and book chapters.

Previously, Maureen was the director of judicial education for the Illinois Supreme Court and an education program manager for the Michigan Judicial Institute. In the private sector, Maureen was president of Yarrow, a conference and retreat center for corporate executives.

Maureen received her Ph.D. from Michigan State University in sociology, her MA from Western Michigan University in public administration, and a BA in criminal justice from Michigan State University. She is the recipient of the 2001 Ernest C. Friesen Award and the Sixth Annual Howell Heflin Award.

Renewal and Resilience:

Maintaining Balance in a Demanding Work Environment

What you will learn:

This is a two-part break-out session designed for court professionals who have demanding work environments and want to learn some tools for finding balance in your work life and ways to recharge yourselves. The first part will introduce the Cycle of Renewal. Participants will determine where they find themselves on the cycle. Then, we will discover possibilities and opportunities that you can use to be renewed and reenergized.

The second part of the session will explore how difficult it is for us to get renewed once we are *stuck*. While we usually experience being *stuck* as a negative thing, we'll see how it keeps us safe from change. We'll start our work by looking at our complaints to understand what they tell us about what we really care about, and what we are committed to in our work. We'll see how our own competing commitments keep us stuck, and what we might do to move on. By the end of the session, you will have a plan for bringing more balance to your work.

Speaker Bio: Alanna Moravetz

Alanna Moravetz has worked in human and organizational development for over 20 years as an educator, trainer, consultant and coach. She assists individuals, work teams, and organizations to manage change and maximize effectiveness. Her work with individuals focuses on the successful management of transitions, and in helping her clients explore launching points that lead to more effective lives. Whether it's finding purpose in work and life style, a new career, a second-half career, or a meaningful retirement, Alanna helps clients define values, clarify individual and corporate vision, discover passions that lead to more work and personal satisfaction, and construct plans for the future.

Alanna is a Certified Coach from the Hudson Institute of Santa Barbara and brings a broad range of experience to her consulting and coaching. She is a licensed attorney whose experience includes serving as the Director of Education and Organization Development for the Minnesota State Court system. Alanna's clients include attorneys, judges, and managers as well as the organizations in which they work.

Staffing Study

Putting the Study to Work for You

What you will learn:

A study of statewide court staff (Staff Weighted Caseload) was completed in 2004 to develop staffing standards (norms) to determine the number of support staff Minnesota courts need to provide effective service to the public. It is important that court administration understand the Staff WCL as it can help with staffing decisions at the individual county and district levels. It is also becoming a useful tool for statewide allocations of funds. It was one factor included in a formula used by the Judicial Council for determining the funding allocation for FY06 in order to achieve greater equity among all ten judicial districts.

Questions and concerns remain regarding the staffing norms and how to apply them at the county and district level. This workshop will provide an overview of how the Staff WCL is currently being used and reviewed, a discussion of the Staff WCL basics, and explain how the annual staff census results are used in comparison to staff implied need. There will be a panel of court administrators to address the common questions raised about the Staff WCL. You will be given hands-on tools to help you analyze your case-related staff in order to better understand how the staffing norms work in your county – whether you are in a small, medium or large court. We will also discuss a new more efficient process for conducting the annual staff census that involves using the Position Description Questionnaires (PDQs) that are entered via an application available through CourtNet.

Panel Members:

Deb Dailey is Manager of the Research and Evaluation Unit in the Court Services Division of the State Court Administrators Office and has been with the courts since 2001.

Nancy Nystuen is a Research Analyst in the Research and Evaluation Unit and joined the courts in 2005.

Court Administrator Panel: **Diane Fox**, Court Administrator, Wilkin/Grant Counties, 8th Judicial District; **Pat Kuka**, Court Administrator, Sherburne County, 10th Judicial District; **Marieta Johnson**, Court Administrator, Hibbing/Virginia, 6th Judicial District

Investigation of Employee Situations

The Key Driving Factors to a Successful Investigation

What you will learn:

The workshop is designed to provide an overview of nondiscrimination laws and legal requirements, and offer practical techniques for investigating discrimination and harassment complaints. Participants learn how to conduct a harassment complaint investigation, from the taking of initial statements through to the questioning of witnesses to final report writing. Participants will also learn how to develop an investigation plan through case study analysis within the court systems.

Speaker Bio: Jason D. Kujanen

Jason Kujanen has approximately 11 years of Human Resources experience and specializes in Employee Relations, Performance Management, Retention, Recruitment, and Professional Development. Jason recently received his MBA from Augsburg College in Minneapolis, MN and received his undergraduate in Marketing from St. Cloud State University. Jason has experience working in the software, Internet consulting, engineering, education, and the judicial system. Jason Kujanen is currently employed with the Fourth Judicial District Court as the Human Resources Manager. Jason is also actively involved in the community by taking an active role on the Human Resources Professionals of Minnesota Board, and is also the Employee Relations Program Lead for the Twin Cities Human Resources Association.

MACM Roundtable Subject Areas

ACCESS TO RULES AND PRIVACY

State Court Administrative Office - Legal Counsel Division

Mike Johnson, State Court Attorney

Obtain vital information on changes in the Public Access to Records developments and Q & A (including social security numbers and financial account numbers and documents), Rules of Civil Procedure modifications effective January 1, 2006 (including facsimile filing fees; attorney issuance of subpoena), and General Rules of Practice amendments effective January 1, 2006 (including family law defaults and conciliation court proof of service).

COURT INFORMATION OFFICE

State Court Administration

John Kostouros, Court Communications Director

The Court Information Office is set up on a service bureau model, providing direct services as well as consulting services to state court administrators, SCAO department leaders, appellate and trial court judges and other Judicial Branch Staff. The CIO staff consists of three members, and given its small size, operates as a team, the members of which perform many of the same functions, including media relations, public outreach and employee communications and training.

CRIMNET AND PREDATORY OFFENDER REGISTRATION

CriMNet

Dale Good, Executive Director

Dale Good is the executive director for CriMNet, assuming the position in January 2006. Prior to that, Dale served as acting executive director and deputy director for CriMNet. Dale brings more than 25 years of experience as chief information officer and director of information technology for the Minnesota Supreme Court. He also served as director of justice information technology services at the SEARCH Group, Inc., where he was involved in several state, tribal and local integration efforts nationwide. Dale is also an accomplished public speaker and teacher.

Michelle Fure, Communications Officer

Michelle Fure is the communications officer for the CriMNet Program and the BCA, providing general communications-related support, media relations and event planning. Michelle has worked for the state for more than six years, previously serving as a public information officer for the Minnesota House of Representatives. In addition, Michelle has worked as a reporter and editor in Minnesota, Iowa, South Dakota, and Washington, D.C.

Suzanne Cellette, Business Analyst

Suzanne Cellette is a trainer and business analyst for the CriMNet Program. She has worked for the BCA for four years, working with both CriMNet and general Criminal Justice Information Systems unit applications. Prior to working at the BCA, Suzanne spent nearly a year as a trainer for the Department of Human Services. Suzanne also worked for many years as a trainer for Kmart Corporation.

CriMNet is a collaboration of people, processes, and standards focused on enabling the exchange of accurate and comprehensive information to criminal justice agencies throughout Minnesota. Examples of this collaboration are the Statewide Supervision System, Integrated Search Services and the Minnesota Criminal Justice Statute Service. CriMNet is governed by the Criminal and Juvenile Justice Information Policy Group, with the support of the Criminal and Juvenile Justice Information Task Force. The CriMNet office is part of the Minnesota Bureau of Criminal Apprehension in St. Paul. Stop by our table for a demonstration of the Integrated Search application or the statute service. BCA staff will also be available to answer questions regarding court responsibility to assist in predatory offender registration under Minnesota law as implemented by the BCA.

EDUCATION AND ORGANIZATIONAL DEVELOPMENT OFFICE (EOD)

State Court Administration

Jill Goski, Director

Robyn Boche, Education Manager

Staff from the Education and Organization Development Division of SCAO will be available to answer your questions regarding training opportunities, continuing education requirements and writing employee development plans.

GUARDIAN AD LITEM PROGRAM

State Court Administration

The State GAL Program Office resides in the Court Services Division of State Court Administration. The GAL program provides technical and legal support, training assistance and ensures that a quality assurance process is in place that continuously seeks to improve the service GALs provide to the bench and to families. The state office is staffed by a state program manager and a court operations analyst.

JURY OFFICE INNOVATIONS

Fourth Judicial District - Hennepin County

Lynn Lahd, Court Operations Supervisor

Come and discover innovative new ways to improve customer service for the juror. The discussion will focus on the following technological advancements the Fourth Judicial District has implemented in the Jury Office:

1. Outsourcing of jury summons printing/ mailing process, allowing more time for office staff to provide customer service for jurors;

2. Juror qualification on-line: An exciting web-based process allowing the juror to complete their qualification questionnaire on-line. All requests for excusal are reviewed by staff, approved or disapproved with the appropriate notice then being automatically generated. The juror may also postpone their appearance by selecting a new date. The business rules established by the jury department determine the postponement time frame allowed;
3. Scanning and Imaging of returned questionnaires, allowing the returned, written questionnaire to be scanned. Staff edit the scanned questionnaire for accuracy and the information is transferred to Next Generation and updated with appropriate notices being sent where required.

The customer establishes the business rules pertaining to what materials need to be reviewed before being automatically passed to the Next Generation Software for updating.

LIFE COACHING

Alanna Moravetz, Certified Coach

Coaching helps individuals create changes that are exciting, valuable, and intensely personal. The right coach can help you see options for becoming a more effective human being and for living a more satisfying life. The relationship between a coach and client is highly collaborative. There, it's critical to choose a coach who is right for you.

Find out what a coach does, how to choose a coach, and how coaching differs from therapy.

PROBLEM SOLVING COURTS

State Court Administration

Dan Griffin, Court Operations Analyst

Ninth Judicial District

Pam Norenberg, Drug Court Coordinator

Ninth Judicial District - Cass County

Amy Turnquist, Court Administrator

This presentation will offer court administrators an overview of the development of drug courts at the local and state level which is of particular relevance as the Judicial Branch makes a stronger commitment to the sustainability and expansion of problem solving courts, particularly drug courts, throughout Minnesota. More specifically, administrators will learn the challenges and the improvements that come with implementing a drug court at the local, district, and state levels. There will be representatives from each of these three areas to discuss their experience and offer tips on implementation.

RESUMIX

State Court Administration

Nancy Dietl, Human Resources Program Manager

Fourth Judicial District - Hennepin County

Cherie Nelson, Judicial Coordinator

Tenth Judicial District

Lynn Wagner, Human Resources Manager

The Minnesota Judicial Branch Human Resources team entered into an agreement with the Executive Branch Department of Employee Relations (DOER) that allows us to use the State of Minnesota online job application processing system -- Resumix. Staff from the Fourth and Tenth Judicial Districts, who began piloting Resumix in September 2005, will discuss some of the features of this online tool which provides a streamlined, web-based application process for job applicants and allows you to receive and review applications using web-based technology. This faster receipt of applications means quicker turn-around time for the hiring authority. It also reduces mail handling and photo copying. Learn more at the Resumix Roundtable!

POWER EXCHANGE

How to Boost Accountability in the Courts

What you will learn:

Baby Boomers are now outnumbered in the workforce today. The shift to the new generation of workers brings a shift to new workplace norms and expectations. Today's changing workforce requires powerful leadership. Unlike yesterday's leaders, today's leaders must exchange their power for employee performance. A power exchange yields a highly engaged team whether you lead full- or part-time employees, contractors, volunteers or other "free agents." Any leader can use this innovative instruction and leadership guidelines to boost accountability and performance in today's workforce. A leader's power is finite, but a leader's shared power is infinite.

Speaker Bio: Susan Love

Susan Love is currently a Court Operations Manager of the Fourth Judicial District Court Hearing Office and Traffic/Violations Bureau. She has 10 years of supervisory and management experience in the court system working for the County Attorney's Office, Public Defender's Office and District Court. Susan is currently working on completing her BA in Organizational Leadership from Bethel University and will be graduating in April 2007. She has served as a co-chair of the Fourth Judicial District Employee Appreciation and Recognition Committee and as a member of the Minneapolis Recognition Roundtable Committee. Susan's work passions are trial court leadership, employee recognition, and mentoring. She is also an active member of the MACM Education Committee, and volunteers her time in the community by teaching kindergarten Sunday school and serving meals at local homeless shelters.

Speaker Bio: Jeri Boetcher

Jeri Boetcher is currently the HR Manager for the First Judicial District. She joined the First District team in 1988, where she has held various positions. Prior to joining the First District, Jeri worked as a Paralegal in several Wisconsin and Minnesota law firms, specializing in Probate, Real Estate, Personal Injury and Worker's Compensation. She has an Associates Degree in Paralegal Studies and a Bachelors Degree in Management. Her professional focus includes the areas of employee and management development, performance management, training and education, and contract administration. She serves on various district and state committees including the Labor Management Committee, Human Resources Management Team, and the Teamsters CAT Bargaining Team. Jeri believes that each day is a gift to be enjoyed to the fullest. Jeri volunteers in the community by teaching Junior Achievement classes and serving in various volunteer board positions for church, library, garden club and child care. Her passions include family, stewardship to community, church, travel, gardening and scrap booking.



Dr. Humor

What you will learn:

Dr. Stuart Robertshaw, Professor Emeritus of Psychology and Education at the University of Wisconsin-La Crosse and an Attorney, will share with you his personal journey which began in September, 1987 when he started a review of the research on the benefits of humor. On June 28, 1990, he announced the formation of the National Association for the Humor Impaired. The Association has received national attention from the press in over 144 newspapers, 180 radio stations and has been featured in magazines such as Family Circle and Mature Outlook. Dr. Robertshaw, whom the press refers to as "Dr. Humor," currently serves as President and Chief Executive Officer of the Association. "Dr. Humor" will share with you what he has learned about the psychological and physiological benefits of humor as it relates to our profession and the necessity of taking care of ourselves.

Speaker Bio: Dr. Stuart Robertshaw

Dr. Stuart Robertshaw received his Bachelors degree in Education from MacMurray College in 1965, his Masters degree in Psychology from Illinois State University in 1968, his Doctorate in Special Education from the University of Kansas in 1971 and his law degree from the University of Wisconsin Law School in 1978. From 1971 until 1998, he was a professor of Psychology and Special Education at the University of Wisconsin-La Crosse. In June of 1998, he retired from the University to assume full time responsibilities as President and CEO of the National Association for the Humor Impaired.