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# Minnesota Association for Court Management

2013 Annual Conference

## Minnesota Court Leadership Broad Branches, Deep Roots



1 Civic Center Plaza, Mankato, MN 56001



101 East Main Street | Mankato, MN 56001



# Minnesota Court Leadership: Broad Branches, Deep Roots

Wednesday, October 23, 2013

- 8:30 a.m.** Registration and Refreshments (*beverages only*) - *Banquet Hall Lobby*
- 9:00-10:00 a.m.** New Member Breakfast (*by invitation*) - *Poolside*
- 10:00-10:30 a.m.** Welcome and Opening with Presentation of Colors –*Banquet Hall*  
*Vicky Carlson, MACM President/Carver County Court Administrator*  
*Jeff Shorba, Minnesota State Court Administrator*
- 10:30-12:00 p.m.** Manage Your Time, Manage Your Work, and Manage Yourself  
*Kit Welchlin, Welchlin Communication Strategies*
- 12:00-1:00 p.m.** Lunch: Italian Buffet - *Poolside*
- 1:00-4:30 p.m.** Breakout Sessions *Note: VWC = Verizon Wireless Center*

1:00 - 2:30 p.m.	2:30 - 3:00 p.m.	3:00 - 4:30 p.m.
Time Management: Achieving Results <i>- Kit Welchlin, Hughes Room</i>	Break with Refreshments	Time Management: Achieving Results <i>- Kit Welchlin, Hughes Room</i>
Disposition, Entry of Conviction & Sentencing Orders for Court Administrators <i>- Judge Pendleton, Johnson Room</i>		Disposition, Entry of Conviction & Sentencing Orders for Court Administrators <i>- Judge Pendleton, Johnson Room</i>
My MN Conservator <i>- Cate Boyko, Sherilyn Hubert, Jackson Room</i>		My MN Conservator <i>- Cate Boyko, Sherilyn Hubert, Jackson Room</i>
Responding Effectively to People Living with Mental Illness - <i>Kay King, Palmer Room</i>		Responding Effectively to People Living with Mental Illness - <i>Kay King, Palmer Room</i>
Thinking About Getting an iOS Device (iPhone/iPad)? - <i>Tim Kraus, VWC 243</i>		Getting the Most Out of Your iOS Device (iPhone/iPad) - <i>Tim Kraus, VWC 243</i>

- 5:30 p.m.** Social hour with Live Music, *Banquet Hall*
- 6:30 p.m.** Dinner and Awards Presentation, *Banquet Hall*
- 7:30 p.m.** Join us in the Networking Rooms (*104 and 106*)  
*Hosted by Fourth District*



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# Minnesota Court Leadership: Broad Branches, Deep Roots

Thursday, October 24, 2013

**8:00 a.m.** Continental Breakfast—*Banquet Hall Lobby*

**8:30-10:00 a.m.** eCourtMN Plenary—*Banquet Hall*

- Part 3: Focus on Judges
- Pro Se Parties
- A.S.K. Us About the Access Program



**10:00-10:30 a.m.** Break with Refreshments (*beverage only*)

**10:30-12 p.m.** Facilitated Group Discussions

Criminal Operations	<i>Hughes</i>	Employee Recognition and Motivation	<i>Jackson</i>
Workflow & Skills Changes	<i>Verizon Wireless Center 243</i>	Technology	<i>Pool Loft</i>
Family/Civil Operations	<i>Johnson</i>	eCourtMN/Imaging	<i>Palmer</i>

**12:00-1:00 pm** Lunch: Roast Beef or Cod Almondine—*Poolside*

**1:00-4:30 pm** Breakout Sessions *Note: VWC = Verizon Wireless Center*

1:00 - 2:30 p.m.	2:30 - 3:00 p.m.	3:00 - 4:30 p.m.
How to Stay Fit While You Sit - <i>Dr. Kriva, Hughes Room</i>	Break with Refresh- ments	How to Stay Fit While You Sit - <i>Dr. Kriva, Hughes Room</i>
Documenting Performance Issues & Discipline - <i>Jeri Boetcher - Lynn Wagner, Johnson Room</i>		Documenting Performance Issues & Discipline - <i>Jeri Boetcher - Lynn Wagner, Johnson Room</i>
Thinking About Getting an iOS Device (iPhone/iPad)? - <i>Tim Kraus, Jackson Room</i>		Getting the Most Out of Your iOS Device (iPhone/iPad) - <i>Tim Kraus, Jackson Room</i>
All About Protective Orders - <i>Sara Gosalves, Palmer Room</i>		All About Protective Orders - <i>Sara Gosalves, Palmer Room</i>
Sex Offender Civil Commitment in MN: The Times, They are a-Changin' - <i>Robin Benson, JD, VWC 243</i>		Sex Offender Civil Commitment in MN: The Times, They are a-Changin' - <i>Robin Benson, JD, VWC 243</i>

**4:30-6:30pm** Vendor Show with hors d'oeuvres—*Poolside* (*dinner on your own*)

**7:30pm** Join us in the Networking Rooms (*104 & 106*)  
*Hosted by Fourth District*





# Minnesota Court Leadership: Broad Branches, Deep Roots

Friday, October 25, 2013

- 8:00 a.m.** Continental Breakfast —*Banquet Hall Lobby*
- 8:30-9:30 a.m.** MACM Business Meeting—*Banquet Hall*
- 9:30-10:00 a.m.** Break with Refreshments (*beverage only*)
- 10:00-12:00pm** Plenary: Dealing with Stress on the Job—*Banquet Hall*  
*Dave Durham, Mindshift Zone*
- Noon** Conference Adjourns with Conference Gifts—*Banquet Hall Lobby*  
*(Lunch on your own)*

## *A*CCREDITATION

*The Minnesota Association for Court Management provides credit for the total number of hours of continuing management educational (CME's) attended during an annual conference. Please complete the CME form in your materials.*

- ~ If you are a MN Court Manager, submit the form directly to Debbie Stadt, SCAO HRD Division (debbie.stadt@court.state.mn.us).*
- ~ If you are not a manager, submit the form to your District HR Office.*
- ~ If you are attending from another state, submit the form to your Court Education Office.*

**TOTAL EDUCATIONS HOURS AVAILABLE = 13 credit hours**

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# Course Descriptions & Speaker Bios

Wednesday, October 23, 2013

## Wednesday Plenary:

### **Manage Your Time, Manage Your Work, Manage Yourself**

*Kit Welchlin, Welchlin Communication Strategies*

Anyone living in today's fast paced workplace knows the struggle of trying to handle the demands of technology and information. Are you feeling the pressure? The key is to stay focused and get done what needs to be done and have some time to spare to do the things you would like to do.

Focusing on how to:

- ⇒ Simplify your decision making and control all the information
- ⇒ Consider strategies to be productive and get it all done
- ⇒ Learn to live within your limits and manage stress, busyness, and overload

A born public speaker and trainer, **Kit Welchlin** began public speaking at the age of 9 in 4-H. By 16, he was organizing and facilitating presentations on leadership, citizenship, community service and motivation for the 4-H and Future Farmers of America.

Kit Welchlin purchased his first manufacturing company at age 21, and by 26 was CEO and Chairman of the Board of three manufacturing companies in three states. He's been an instructor with the Minnesota State Colleges and Universities, where he has been repeatedly nominated Outstanding Faculty. He is a Professional Member of the National Speakers Association. Kit has a B.S. Degree in Speech Communication, Business Administration and Political Science. He earned an M.A. Degree in Speech Communication and Business Administration.



## Wednesday Breakout Sessions:

### **Time Management: Achieving Results**

*Kit Welchlin, Welchlin Communication Strategies*

**Learn what really works.**

Time is a unique resource. Day to day, everyone has the same amount. It cannot be accumulated. You can't turn it on or off. It can't be replaced. Learn to improve your effectiveness and efficiency through better time management and get more done in less time. **Learn time management techniques and regain control of your life!**



# Course Descriptions & Speaker Bios

Wednesday, October 23, 2013

## Wednesday Breakout Sessions:

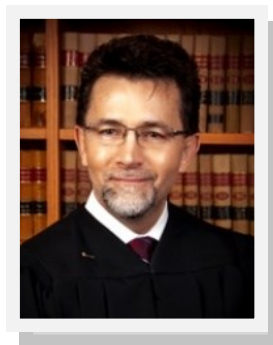
### **Disposition, Entry of Conviction, and Sentencing Issues for Court Administrators**

*Judge Pendleton, District Court Judge, Anoka County*

After this program you will:

- ⇒ Understand the difference between conviction and non-conviction dispositions, what options are available, how they differ, and what is necessary to make a clear record on which disposition is being ordered;
- ⇒ Understand when and under what circumstances a conviction is actually entered;
- ⇒ Have the necessary tools to ensure that the court record accurately reflects the disposition and sentence imposed, and that the court's justice agency partners are receiving clear and accurate data.

The **Honorable Alan F. Pendleton** was appointed to the district court bench November 1999 and is currently chambered in Anoka County. Before his appointment to the bench, he served as Assistant Anoka County Attorney for 17 years and worked as a civil litigator for law firms Robins, Zelle, Larson and Kaplan and Schwebel, Goetz and Sieben.



As a prosecutor, Judge Pendleton prosecuted numerous homicide and other high-profile cases. He teaches extensively, serving as an Adjunct Professor at numerous local Universities and Law Schools and has taught at the National Institute of Trial Advocacy and the National Judicial College in Reno, NV. Judge Pendleton has authored numerous training manuals, articles and publications covering a variety of legal and constitutional issues including the 2012 "Minnesota Handbook on Motor Vehicle Stops and Warrantless Searches" and currently authors the bi-weekly "Minnesota Judicial Training Updates." Judge Pendleton recently received the 2012 Minnesota District Judges Association's Outstanding Judge Award.

### **Conservator Account Auditing Program (CAAP): What's New & How it Affects You!**

*Cate Boyko, Conservator Account Auditing Program Manager*

*Sherilyn Hubert, Information Technology Specialist, Tenth Judicial District*

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Now may be the time to consider changes in your office or district with respect to the processing of accounts in the new MMC system. This session will provide a high level overview of the new My MN Conservator (MMC) system for conservatorship accounting, specifically: current integration with MNCIS that will save your staff time; CAAP audit results; Business Rules Team recommendations for handling of conservatorship cases.

**Cate Boyko**, Manager of the Conservator Account Auditing Program, has extensive experience managing auditing and working in white collar crime. Prior to her current position, Cate was a Supervisor in Individual Income Tax Auditing with the Minnesota Department of Revenue. Earlier in her career, Cate served as an Investigator with the Minnesota Department of Revenue, Criminal Division, a white collar crime investigation and a member of the Royal Canadian Mounted police. Cate has also held a variety of roles including general duty police work, VIP security and Immigration fraud investigation. Cate has a Masters degree in Public Administration.

**Sherilyn Hubert**, works for the Tenth Judicial District and has been providing business process knowledge to the Conservator Account Auditing Program since its inception. Sherilyn also has experience implementing the online accounting software program on a statewide basis for the courts and encouraging the business process changes required. Prior to her ITS position, she was the Court Administrator of Yellow Medicine County in Minnesota. She became a Fellow of the Institute for Court Management in 2012 with her paper entitled, "Protecting the Assets of Our Most Vulnerable in Minnesota."

## Responding Effectively to People Who Live with Mental Illness

*Kay King, Family Educator & Older Adults Program Director, National Alliance on Mental Illness of MN*



This session will help participants recognize and respond to people who are experiencing symptoms of a mental illness or experiencing a mental health crisis. The session offers:



- Mental Illness basics including some signs and symptoms,
- De-escalation and communication strategies to respond more effectively to behaviors that may be symptoms of a mental illness,
- Involving crisis teams and law enforcement and mental health resources.

**Kay King** provides community mental health education for adults. She also provides training, education and resources for seniors and senior workers. She is a Family-to-Family teacher for NAMI's 12-week family education program and is the



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state trainer for Family-to-Family teachers. Kay is also a Mental Health First Aid instructor. She has 30 years of experience in sales, marketing and operations. Kay has been a hotel manager for full-service hotels and resorts and was the Executive Director of a 275-person retirement community providing independent and assisted living and managed a home health care agency. Her grandmother, mother, only sibling and niece lived/lives with a serious mental illness. Kay has a B.S. in Education from the University of Minnesota.

## Thinking About Getting an iOS Device (iPad/iPhone)? - 1:00-2:30pm only

*Tim Kraus, Judicial Technology Trainer, Fourth Judicial District*

If you are considering buying either an Apple iPhone or iPad for the first time, this session is for you. Starting from the basics, this session will cover the major features of a tablet or smartphone device, along with details about costs, available models, hardware differences, non-Apple alternatives, data carriers, and must-have "apps." No previous experience is necessary for this session. Participants with all levels of iOS experience are encouraged to attend.

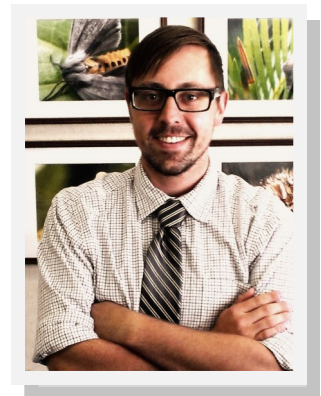


## Getting the Most Out of Your iOS Device (iPad/iPhone)? - 3:00-4:30pm only

*Tim Kraus, Judicial Technology Trainer, Fourth Judicial District*

This session will focus on current owners of an iPhone or iPad, and ways to get the most out of the device. Included in this session will be productivity tips and tricks for default iOS applications, as well as other productivity increasing applications, device integrations, and much more. If you are interested in taking your life one step further into the digital age with an iOS device, don't miss this session. Current owners of iOS devices are encouraged to bring their devices with them, for use during the session.

**Tim Kraus**, a Judicial Technology Trainer for the 4th District, brokers the relationships between Judges, caseloads, business processes and technology in order to enable efficiencies in a paperless environment. During his ten years with the court, Tim has worked in Juvenile Court, Human Resources, Administration, and most recently Education and Information Technology. He has participated in statewide education and technology initiatives such as the implementation of Apple iPads for Judges and the 4th District SharePoint implementation. Tim has a degree in Human Resources Development from the University of Minnesota. In his free time, you might find him rock-climbing, bicycling, or at one of the lakes near his South Minneapolis home.



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# Course Descriptions & Speaker Bios

Thursday, October 24, 2013

## Thursday Plenary:



### Next Steps in eCourt MN

*Moderator: Mike Moriarty, JD, Tenth Judicial District Administrator;  
Mark Moore, Director, Information Technology Division;  
Susan Ledray, JD, Self Help Center;  
Ann Peterson, Project Manager, ITD;  
Sara Novak, JD, Counsel, Legal Division;  
Karen Mareck, Second District Court Administrator*

As we prepare to move into the next phases of eCourt MN, this plenary session will draw on new technology and pilot results to debrief how Judges will be working in the courtroom with technology, understanding the Pro Se pilot experience and understanding A.S.K., "Ask Us About the Access Program".

### Part 3 - Focus on Judges

The eCourtMN pilot ended in March. Our pilot experience revealed that we need better tools, workflows and training for judicial officers: eCourtMN - Part 3. This session will discuss what we are doing now to prepare for the Part 3 focus on our Judges. There will be a discussion of BenchWorks (the new judges' portal), judicial note functionality in MNCIS, and electronic work queues and workflows.

### Pro Se Parties

Everyone wants to know....will pro se parties e-file? See a demonstration of the new pro se e-filing process for requesting ex parte Harassment Restraining Orders and Orders for Protection. The process includes registration, creation of forms, e-filing, an electronic process for judge review and signing, messages to the filer, and petitioner access to view filed documents. Evaluation results will be shared, including feedback from litigants, court administration, and judges. Further rollout is guided by a Pilot Order from the Supreme Court. This is a project of the eCourtMN Pro Se Team, which adopted a goal of providing intuitive e-filing solutions that integrate self-help assistance with e-filing.

### A.S.K. us about the Access Program

The Access Program co-leads, Ann, Sarah and Karen (A.S.K.), will provide a high level overview about what the Policy 800 Access Program is and an update on the access projects that are included in eCourtMN's Court Administration Foundation. Projects that will be discussed are: Case Security; Document Security Verification and Clean Up; Statewide MPA Courthouse; Corrections Document Integration; Government Subscriber Access Chart; and MGA Evaluation and subsequent set-up. Each of



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the projects plays an important part in laying the foundation for future access by our partner agencies, attorneys and the public.

**Mike Moriarity, JD**, is the 10th Judicial District Administrator. He has been in this post since 2004. Previously he worked in the Ramsey County Courts for 18 years serving at various times as the Administrative Services Director, and the Administrator of the Civil and Special Courts. Mike has been active on many Committees and is currently on the Judicial Council. You may also know Mike from his MACM activities -- he is a Past President and has served on a number of Committees. Mike is a graduate of the Wm Mitchell College of Law and St. John's University.

**Mark Moore** is the Chief Information Officer for the Minnesota Judicial Branch. Mark joined the Branch in January 2012, following a six-year tenure with the California Administrative Office of the Courts where he held several positions including Executive Program Director of the California Case Management System (CCMS) Program Management Office, and Assistant Director of the Information Services Division. Mark is currently engaged in identifying, implementing, and optimizing technology solutions that support the Branch's transition to fully electronic court records.

**Susan Ledray, JD**, developed and manages the MN Courts Self Help Center, a virtual service for self-represented litigants in all 87 counties. She also has managed the walk-in Self Help Centers in Hennepin County since 1999. Susan has been involved in MNCourt partnerships with non-profit and legal aid organizations on technology projects for self-represented litigants, including e-filing. She is the team lead for the eCourtMN Pro Se Team. Susan has a J.D. from the University of Minnesota and an MBA from the University of St. Thomas.

**Sarah F. Novak, JD**, is a staff attorney with the Legal Counsel Division. Prior to joining the Legal Counsel Division, Sarah worked in private practice, where she specialized in family law and related matters. She also clerked in Hennepin County Family Court. A Wisconsin native, Sarah has practiced law in both Minnesota and Wisconsin. Sarah received her J.D. from Marquette University Law School and her B.S. in Journalism & Mass Communication and Sociology from the University of Iowa.

**Ann Peterson** is a Project Manager with the Information Technology Division (ITD) of State Court Administration. Prior to joining ITD in May of 2013, she was a Court Operations Analyst with the Business Practices Unit (BPU) Court Services Division of State Court Administration. Ann joined Court Services in 2005 after working in Ramsey County Court Administration (Criminal Division) since 1994. Her activities in the BPU included MNCIS development and coordinating projects such as Criminal In-Court Updating and CPC Citation Entry. Ann currently serves as one of three co-leads of the Policy 800 Access Program for eCourtMN. She is also a project manager for several other Judicial Branch Initiatives.

**Karen Mareck** is the Criminal Court Administrator for Ramsey County, a position she has held since 2007. She has worked in various positions for the 2<sup>nd</sup> District since starting with the courts in 1987 as a

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clerk in the Domestic Abuse Office. Karen received her MPA from Hamline University and her undergraduate degree from the College of St Catherine.

## Facilitated Group Discussions:

Here is your opportunity to share with others who work in similar areas or learn about a new area. Come prepared to share and learn. The dialogue is designed to focus on what you, the conference attendee, wants to discuss and get answers to. The groups will be informal with guidance from a facilitator, only as needed. These are excellent opportunities to contact, network, and find new sources of knowledge to tap into for assistance in your daily work.

- \* **Workflow & Skill Changes** - Staffing, centralization, batching work, reallocating tasks, Rowe, etc.
- \* **Employee Recognition and Motivation** - Communication, training, employee satisfaction, etc.
- \* **Technology**: Keeping up with new technology, app. swapping, effective tips and tricks, etc.
- \* **eCourtMN/Imaging** - Challenges and successes, workflow, ideas for the next step, etc.
- \* **Criminal Operations** - Statute changes, customer service, jury, justice partner relationships, etc.
- \* **Family/Civil Operations** - Statute changes, customer service, jury, justice partner relationships, etc.

## Thursday Breakout Sessions:

### How to Stay Fit While You Sit

*Dr. William A. Kriva, D.C.*

In this entertaining and interactive class, **Dr. Kriva** will utilize his extensive engineering background to reveal the secrets of proper work station design for those who sit on the job. He will cover common problem areas and provide solutions you can implement quickly upon returning to your work place. Included will be a special section on "Cognitive Ergonomics", the unique interaction between human beings and technology that is so much a part of our current office environment. Dr. Kriva will also provide each attendee with a set of simple exercises that can be done at your work station to reduce the risk of injury and promote long term health.





# Course Descriptions & Speaker Bios

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## Thursday Breakout Sessions continued:

**Dr. William Kriva** speaks nationally about physical and cognitive ergonomics. He holds the following degrees: Doctor of Chiropractic, Master of Business Administration, and Bachelor of Science in Industrial Engineering. He's written several books, including "Let Your Innate Sing" and "Life Pearls." He holds several licenses and certifications, including Coach & Instructor through AMC and Speaker for The Center for Living Education and the Working Family Resource Center. In his spare time, he enjoys fishing, hunting, traveling, and reading.

### Documenting for Performance Issues and Discipline

*Lynn Wagner, Labor and Employee Relations Manager, SCAO*  
*Jeri Boetcher, Human Resources Manager, First Judicial District*

This session will give you tools and examples on how to properly document performance issues. We will cover performance reviews, performance improvement plans, disciplinary action, grievances and supporting documentation. Feel free to bring actual scenarios you are currently dealing with!

**Jeri Boetcher** joined the First Judicial District in 1988. Jeri has an Associates Degree in Paralegal Studies and a Bachelors Degree in Management. Early in her career, Jeri worked as a paralegal specializing in probate, real estate, personal injury and workers compensation. Today, she manages all aspects of Human Resources for the First District, focused primarily in the areas of HR policy development and administration; labor/employee relations, performance management, employee/management education and development, legal compliance, staffing, and HR strategic planning. Her professional focus includes employee and management development, performance management and labor and employee relations. Jeri is certified as faculty in several programs including: "Selecting for Success", Achieve Global Training Programs and the National Center for State Courts Court Manager Programs, "Managing Human Resources" and "Education and Training & Development".

**Lynn Wagner** has been a professional in the Human Resources field since 1991. She obtained her Bachelor's degree from Indiana University School of Business in Management/HR & Labor Relations. She has held HR manager positions in a variety of industries and has been with the MN Judicial Branch since 2004. She started in the 10th District as the HR Manager and most recently moved to SCAO as the Labor and Employee Relations Manager. Lynn has served on a variety of committees, including Labor Management committees, education committees, bargaining teams for all three bargaining units, the Classification Review Panel, Quality Court Workplace Workgroups, and others. Lynn is a certified trainer for Achieve Global and the NCSC CMP Program, "Managing Human Resources". Lynn is also a certified facilitator for the Center for Creative Leadership 360 Degree Feedback, Myers

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## Thursday Breakout Sessions continued:

Briggs, and 7 Habits. In 2012, Lynn was awarded a National Center for State Courts Fellow after the completion of an extensive two year course of study in 2011-12.

### **Thinking About Getting an iOS Device (iPad/iPhone)? - 1:00-2:30pm only**

See page 8

### **Getting the Most Out of Your iOS Device (iPad/iPhone)? - 3:00-4:30pm only**

See page 8

### **All About Protective Orders**

*Sara Gonsalves, JD, Point-of-Contact Sexual and Domestic Violence, Court Services Division*

This breakout will address the maze of protective orders in Minnesota – Orders for Protection (OFPs), Harassment Restraining Orders (HROs) and Domestic Abuse No Contact Orders (DANCOS) and the most common processing challenges these orders present for court staff. Participants will receive information on the following specific topics:

- Where does protective order data go? Understanding the data passes for each type of order and what data is accessible to law enforcement;
- The Judicial Branch's OFP Project, which will move OFP processing into MNCIS – including planned features and the timeline for completion;
- Update on DANCO constitutionality and processing; and
- Common concerns surrounding all types of protective orders such as service and hearing requirements, filing fees and working with advocates.

**Sara Gonsalves, JD**, joined the Judicial Branch in December 2011 and serves as the "Point of Contact" (a grant term) for sexual and domestic violence case types. Sara is an attorney and previously worked for the Minnesota Coalition Against Sexual Assault and the Legal Aid Society of Minneapolis. She is experienced in civil, criminal and family matters involving sexual and domestic violence, including Orders for Protection (OFPs), Domestic Abuse No Contact Orders (DANCOS) and Harassment Restraining Orders (HROs). Sara serves as a subject matter expert for the Branch's OFP Project, which will transition the processing of OFPs from a separate, aging database into MNCIS. Sara also serves as the subject matter expert for sexual and domestic violence case types for Judicial Branch



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personnel, external justice and advocacy partners, and the public. She is a graduate of Hamline University School of Law and the University of Wisconsin-Madison.

## **Sex Offender Civil Commitment in MN: The Times, They are a-Changin'**

*Robin Benson, Deputy General Counsel for Direct Care & Treatment at the MN Department of Human Services*

Newspaper articles, breaking network news stories, community and legislative debates: evidence that there are no easy or comfortable answers to managing the public concerns with the needs and rights of sex offenders. This session will provide participants with an opportunity to review and explore the implications of sex offender civil commitment in Minnesota with an update on current legal and legislative developments that could affect Minnesota's program of civil commitment.

**Robin Benson, JD**, is Deputy General Counsel for Direct Care and Treatment at the Minnesota Department of Human Services. Direct Care and Treatment includes the Minnesota Sex Offender Program, Forensic Treatment Services, and other State Operated Services. Prior to coming to the Department in 2009, Robin served the public as an Assistant Attorney General, judicial law clerk at the state supreme court, and as a high school English teacher.

## **Friday Plenary:**

### **Dealing with Stress on the Job,** *Dave Durham, Mindshift Zone*

Ever been in a situation at work where you were feeling overwhelmed or on the verge of "losing it"? If you're like most professionals, you've been there, done that, and wished you'd handled the situation a lot differently.

In this session, you will learn how to handle stressful situations that come every day at work, to maintain emotional control and to manage the negative emotions of others. Discover the critical keys to making sound decisions, even under intense pressure. Stay calm and productive.

- Learn unique time-management techniques allowing you to get more done with less effort and approaching projects with more motivation and mental clarity.
- Master the elements of self-discipline and minimize conflicts in your life by not allowing people to "push your buttons" anymore. Use proactive (vs. reactive) strategies.
- Adapt to workplace changes and improve performance through behavioral changes in yourself, your employees, and others. Follow through on plans, turn good intentions into reality and achieve

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more goals.

- Learn how to use the stress-management strategy of “coping” on and off the job. Respond to irrational thinking productively and break old patterns.

**Dave Durham** brings high energy, humor, passion and excitement to every speaking and training engagement. Dave specializes in guiding the transition from good to great and is versatile, experienced, and inspiring. Born in Kentucky, Dave has lived outside of Minneapolis for the last 25 years with his wife and two children who are very active within their community.

In his professional career he has held just about every position imaginable and is a serial entrepreneur building all types of businesses from Florida to Minnesota over his 30-year career. After taking a company that makes ice (yes, making ice in Minnesota!) from an idea to a multi-million dollar business, Dave realized he wanted to use his talents and experience to motivate and inspire others in their professional and personal lives. In his seminar, workshop and training firm, Mindshift Zone, he can use his passion to help people realize their full potential in achieving their goals and dreams.



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