



# REFLECTIONS

Summer 2018

MINNESOTA ASSOCIATION FOR COURT MANAGEMENT

Greetings from your MACM Officers and Board of Directors!

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- Hennepin County Digital Signage
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In case you didn't know, the MACM Board of Directors consists of all of the MACM Officers and one representative from each District and the State Court Administrator's Office (SCAO). Several of their terms ended on May 31 this year. I want to thank Chris Channing from the First, Vicky Driscoll from the Fifth, Cheryl Woehler from the Seventh, and AnnMarie O'Neil from SCAO, for their time on the MACM Board. They were all excellent Board members to have and they have all been involved on MACM Committees as well.

In their stead, I'm excited to welcome Rhonda Williams from the First, Kim Jelen from the Fifth, Kathryn Ouren from the Seventh, and Karen Mareck from SCAO, to the MACM Board!

The Board plays a very important role in setting the tone for MACM and making decisions about how the organization should operate.

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MACM Board of Directors

THANKS!

CHRIS, VICKY, CHERYL, AND ANNMARIE

## MACM Reflections

### Editors:

Dave Goeddertz, Accounting Manager, Ninth District Administration  
Jamie Majerus, Internal Audit Manager, SCAO

Aaron Williamson, Project Manager, Hennepin County Criminal Court

### Publisher:

Jan Krupicka, Court Operations Supervisor, Anoka County Criminal Court

### Editor in Chief:

Vanessa Jeske, Court Operations Supervisor, Goodhue County Court

Any MACM member may submit an article for the newsletter. If interested, please contact Vanessa at [Vanessa.Jeske@courts.state.mn.us](mailto:Vanessa.Jeske@courts.state.mn.us) for more information.



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### MACM Executive Committee

Name	District	Position	Next Election Date	Term
<b>Aaron Williamson</b>	4 <sup>th</sup> District	President	9/24/2018	First
<b>Ann Basta</b>	4 <sup>th</sup> District	1 <sup>st</sup> Vice President, Legislative Committee	9/24/2018	First
<b>Monica Tschumper</b>	10 <sup>th</sup> District	2 <sup>nd</sup> Vice President, Education Committee	9/24/2018	Second
<b>Vanessa Jeske</b>	1 <sup>st</sup> District	3 <sup>rd</sup> Vice President, Membership Services Committee	9/24/2018	First
<b>Jennifer Miller</b>	6 <sup>th</sup> District	Secretary	9/24/2018	First
<b>Dave Goeddertz</b>	9 <sup>th</sup> District	Treasurer	9/24/2018	First
<b>Annette Fritz</b>	10 <sup>th</sup> District	Past President	n/a	n/a
<b>Lisa Lane</b>	4 <sup>th</sup> District	Bylaws Committee	By Appointment	n/a

### MACM Board Members of Directors (includes Executive Committee)

Name	District	Position	Re-Election Date
<b>Rhonda Williams</b>	1 <sup>st</sup> District	Board Member	05/30/20
<b>Gwen Upton</b>	2 <sup>nd</sup> District	Board Member	05/30/19
<b>Darlene Larson</b>	3 <sup>rd</sup> District	Board Member	05/30/20
<b>Shannon Cooper</b>	4 <sup>th</sup> District	Board Member	05/30/19
<b>Kim Jelen</b>	5 <sup>th</sup> District	Board Member	05/30/20
<b>Kathy McFarlane</b>	6 <sup>th</sup> District	Board Member	05/30/19
<b>Kathryn Ouren</b>	7 <sup>th</sup> District	Board Member	05/30/20
<b>Cheryl Eckhardt</b>	8 <sup>th</sup> District	Board Member	05/30/19
<b>Sean Jones</b>	9 <sup>th</sup> District	Board Member	05/30/20
<b>Kris Cunningham</b>	10 <sup>th</sup> District	Board Member	05/30/19
<b>Karen Mareck</b>	State Court Administrator's Office	Board Member	05/30/20

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**What we're doing:**

MACM committees are busy doing a lot of work to make a difference in Minnesota. The Legislative & Outreach committee monitored the 2018 legislative session, and more recently, is looking for an organization to collaborate with around the 2018 Annual Conference, as we have done the last several years.

The Membership Services Committee is working on planning networking events for the upcoming conference, which will include an awards lunch banquet and a mentor-buddy-program for first-time conference attendees and new members.

The Education Committee is very busy planning the educational content for the upcoming conference. We have some really interesting sessions planned for you. We're hopeful that many members can join us as the conference is in the Twin Cities this year. We're also looking at conference locations for 2019! The MACM Education Committee is also looking into ways to provide more venues for you to share your subject-matter expertise and passion with other members through **eLunch and Learn** programs for people to get together and talk about their challenges and opportunities.

It's been great to have a lot of new members on our committees! They bring fresh perspectives and great ideas which allows MACM to evolve as an organization. For more information on MACM Committees, please contact any of the committee chairs:

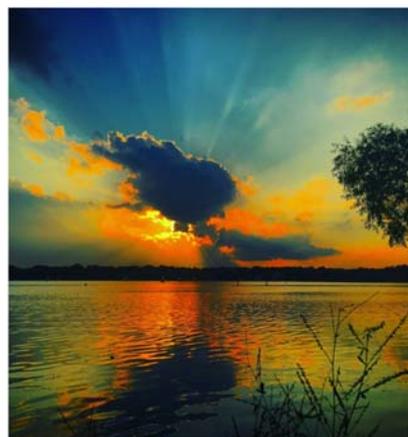
Committee	Chair	Meeting time (first Thursday of every month)
Legislative & Outreach	Ann Basta	10:00-11:00am
Education	Monica Tschumper	11:00am-1:00pm
Membership Services	Vanessa Jeske	1:00-2:30pm

On behalf of MACM, I want to wish you all a great summer. I hope you have time to relax and spend time with friends and family. Take time to reflect on all of the hard work you've done – and the fact that we survived another Minnesota winter!

Take care,

*Aaron*

HELLO  
SUMMER



## Education Committee Update

By: Monica Tschumper

The Education Committee is hard at work planning our annual conference. A save the date has been sent out for September 24-26 at the Marriott in Brooklyn Center. We hope to see you all there! Just a little history...in the recent past we have held our conferences over Wednesday- Friday dates. In years past, we also had our conferences over Monday-Wednesday dates.

There are many things that factor in to when our conference dates will be. We check on internal branch offerings such as educational courses or CMP courses being offered to make sure we don't conflict. We also keep in mind things like MEA break, month end (although we have not always been able to avoid it), holidays, and religious holidays. Since our conference is a Fall conference, and is typically held in September or October, we find we can be pretty limited on conference date options by the time we consider all of the exclusions. This year was no exception, we chose what we felt would provide the best conference experience for our members. One thing we want to make members aware of is the change in conference start and end times. We want to give people a chance to travel Monday morning and/or check in with their offices. This was important to us because we've heard in the past from some members that Monday mornings can be busy in your offices—and we completely agree! We are planning our conference sessions to begin Monday at 1:00 p.m. and we will end Wednesday by 2:00 p.m. (these are tentative times right now).

We already have some great presenters scheduled and I'm confident that the MACM planning committees will offer another rewarding experience to all of you this Fall. This is the last conference that I will plan as the Education Committee Chair since my term expires in September. I have enjoyed serving in this role and want to say thank you to so many of you for your support and dedication to our profession. It's because of the interest and support from all of you that we have such a successful association.

See you in September!

Monica

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
<b>SEPTEMBER 2018</b>						
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	<b>MACM Conference</b>					



## Congratulations Class of 2018 Fellows



<b>Name</b>	<b>Title</b>	<b>District</b>
<i>Sarah Bechtold</i>	Business Process Analyst	SCAO
<i>Jeri Boetcher</i>	District HR Manager	1st District
<i>Heidi Carstensen</i>	Court Administrator	1st District
<i>Sheldon Clark</i>	Litigant Services Manager	10th District
<i>Tracy Gullerud</i>	Court Administrator	10th District
<i>George Lock</i>	Court Administrator	7th District
<i>Patty Mallum</i>	Business Process Specialist	10th District
<i>Hans Holland</i>	Court Administrator	3rd District

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## *Congratulations Class of 2018 Fellows*

Minnesota was well represented in Washington DC May 1-4, 2018 as we had eight newly certified Fellows from the Class of 2018. They concluded their journey to Fellows with a Leadership session, facilitating a PowerPoint presentation of their research, and graduating at the U.S. Supreme Court—with their families cheering them on.

As shared by the National Center for State Courts, since 1970, nearly 1,300 court leaders have become Fellows of the Institute for Court Management. The ICM Fellows Program is the highest and most demanding certification available from ICM, and it is the culminating certificate in ICM's stackable certificate program (see page 7). Graduates include state and trial court administrators, judges, clerks of court in both state and federal courts, and academics and consultants in forty-seven states, the District of Columbia, and eleven countries. Becoming an ICM Fellow is a process of continual professional development.

The Fellows Program begins after you have achieved the Certified Court Executive status. That status can be attained by attending CMP courses offered in-person or attending an intensive three week session in Williamsburg. After achieving Certified Court Executive status, you can apply to go on to the project phase of the Fellows Program. Candidates will identify a real world issue facing their courts today. Candidates work tirelessly over a 10-month period to develop their research in an in-depth paper. All graduates become published authors as the papers are housed at the National Center for State Courts and are available to courts across the country and beyond.

We will be showcasing the graduates' topics at the MACM Conference this fall. You can also see Minnesota Fellows papers on our **CMP SharePoint site**. For more information on the Fellows Program, you can also visit the **National Center for State Courts site**.

Please join me in congratulating the Class of 2018 Fellows! If you have any questions regarding the Court Manager Programs, please contact Lynn Wagner, Fellows Class of 2012, at [lynn.wagner@courts.state.mn.us](mailto:lynn.wagner@courts.state.mn.us).

*Be sure to follow [MACM's Facebook page](#), "Minnesota Association for Court Management (MACM)"*

(Congratulations Class of 2018 Fellows, continued from page 6)



## Fourth District AIDE Program Graduation

By: Tessa Beyers, Senior Court Clerk, Hennepin County Juvenile Court

In 2016, Shoreé Ingram was approached by leadership within the Fourth District with a big task: promote accessibility, inclusion, diversity and equity within the district. "I'm going to need help," was her response. (Shoreé is Diversity and Outreach Specialist in the Fourth District, as well as MACM member and past conference presenter.)

The fourth district has always strived to be a part of the community, to be transparent in its operations, and forward-thinking in its agenda. The district is currently an active member in the [Government Alliance on Race and Equity](#) (GARE), which is a national network of government agencies working to achieve racial equity and advance opportunities for all. The District's "Equal Justice Committee" is made up of judicial officers and staff from human resources and development, whose goal it is to eliminate bias from court operations. While AIDE was similar in its goal, its cohort of members was different.

The Access, Inclusion, Diversity, and Equity (AIDE) program is made up of 15 court employees who work in various areas of the district including the criminal, family, juvenile, probate divisions, the court reporter unit, the self-help center, human resources, IT, and the jury office. Made up of clerks, court reporters, lead-workers, and the ever-important IT specialist, the program aims to provide expertise, support, and solutions to promote justice through access, inclusion, diversity, and equity in our organization and communities.

I think I speak on behalf of ALL of the cohort when I say we didn't know what we were getting ourselves into. The district wanted a group of "AIDE(s)" to help them in promoting justice? It sounded overwhelming. But I was intrigued. After being accepted into the program, we quickly went to work on figuring out where we stood when it came to intercultural development. We participated and were evaluated using the Intercultural Development Inventory® ("IDI" - <https://idiinventory.com/>). The first few sessions were presented with different areas of focus on micro-inequities, implicit bias, and institutional and systemic oppression. We visited the Minnesota Science Museum's "[RACE: Are we so different?](#)" exhibit, and learned what GARE was doing within our district. [Anne Phibbs](#), a diversity consultant and founder of Strategic Diversity Initiatives, taught us about universal design, and what design principles could be used to make sure workplaces are accessible to all. During a morning session, we got to sit around a large table and ask our managers what they were doing in their own divisions to promote these areas of diversity and inclusion. We got to learn what effective community engagement is. Hint: it's not just putting up a booth at a career fair. We then started to focus on what we could do to build awareness of these issues, and develop our own skills to tackle them.

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### Fourth District AIDE Program Graduation (Continued from Page 7)

After months of observation, deep discussion, and self-reflection, we all sat down and brainstormed our mission statement and goals. We started to plan what we wanted to work on next; what our leadership project was going to be. After all, even though the program was concluding after six months, our careers as "AIDE(s)" were just beginning. Some members are interested in community engagement, and various summer youth programs are going to be a great way to show the community that we care about these issues. Some want to tackle hiring bias, to make sure that our customers see people like themselves, behind our front counters. Lastly, as the Fourth District recently approved a race equity plan; some of us will assist with divisional group training and facilitation on these topics.

I learned a lot. As one of my cohort members perfectly phrased it one day, "This program has made me very upset with the world." I am mad that the systems we have built have oppressed those around me. I cannot believe we have let racism and sexism perpetuate through our institutions. My eyes were opened to how our workplaces and buildings only truly serve the "able-bodied." While my mind was filled with the statistics, history and context surrounding these issues, I had a greater take-away from the program.



AIDE Graduation

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### Fourth District AIDE Program Graduation (Continued from Page 9)

We were given the invaluable opportunity to discuss difficult, complex, and sometimes, intimidating material. Material that I believe people have a desire to examine and discuss, especially these days. There was a moment in class that I cried because I heard one of my colleagues describe her life as a black woman. How it was constantly on her mind, whether at home, at work, or at the grocery store. It was painful to hear that a fellow colleague, someone who I respect and admire in a lot of ways, goes through this on a daily basis. There were also some moments that gave me hope. Like when we were told what our district was doing with outstanding warrants. The district learned that many of the people with outstanding warrants simply did not know they had them, or their unpredictable work schedules, transportation, or childcare got in the way. A "warrant forgiveness" day was held in Minneapolis where 145 outstanding warrants were cleared, 263 older cases were heard, and 122 hours of community service work was completed by 30 defendants. Additionally, court staff provided assistance with filling out various court forms such as expungement paperwork. Through AIDE, we got to peel apart, dive into, and digest these issues openly and honestly in a safe space - something that I am forever grateful for. In my opinion, the opportunity to have these discussions can only lead to a deeper understanding by challenging our own beliefs and developing new ideas.

To promote accessibility, inclusion, diversity and equity within an organization is a daunting mission. Changing an organization's "culture" is going to be hard work. The Fourth Judicial District is reaching out to its employees and in doing so is taking a huge step towards change. By inspiring and empowering the people within the organization we can start to spread those philosophies throughout the communities we serve.



AIDEs Visit the Minnesota Science Museum's "[RACE: Are we so different?](#)" Exhibit

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### Fourth District AIDE Program Graduation (Continued from Page 10)

***AIDE's Mission***

To provide expertise, support and solutions to promote justice through access, inclusion, diversity and equity in our organization and communities.

***AIDE's Vision***

To inspire and empower the Fourth District to create an equitable, inclusive and accessible organization for all employees and the diverse communities we serve.



AIDEs participated in the Leadership Breakfast with Senior Management, Oct 2017. *Back row, left to right:* Katie Brey, Sam Song, Andrea Parisian, Aly Yang, Tracy Texley, Fred Hendrickson, Marcy Podkopacz, Michelle Morris, Jenna Dashow, Olivia Brunzell-Garrett, Ulyssia Burris, Sara Gonsalves, Andrew Pieper, Michael Martinek, and Rob Martin. *Front row, left to right:* Hanna Haglund, Tessa Beyers, Dana Bartocci, Anna Lamb, and Maria Alvarado. *Not pictured:* Jan Paylue, Mai Khou Yang and Tammie Ybarra.

<p style="text-align: center;"><b>Access</b></p> <p>freedom or ability to obtain or make use of something</p> <p>Source: Merriam Webster &lt;<a href="https://www.merriam-webster.com/dictionary/access">https://www.merriam-webster.com/dictionary/access</a>&gt;</p>	<p style="text-align: center;"><b>Inclusion</b></p> <p>crucial connections that attract diverse talent, encourage their participation, foster innovation, and lead to business growth</p> <p>Source: Harvard Business Review &lt;<a href="https://hbr.org/2017/02/diversity-doesnt-stick-without-inclusion">https://hbr.org/2017/02/diversity-doesnt-stick-without-inclusion</a>&gt;</p>
<p style="text-align: center;"><b>Diversity</b></p> <p>any dimension that can be used to differentiate groups and people from one another, i.e. age, gender, ethnicity, race, religion, disability, sexual orientation, education, and national origin</p> <p>Source: Global Diversity Practice &lt;<a href="http://www.globaldiversitypractice.co.uk/what-is-diversity-inclusion/">http://www.globaldiversitypractice.co.uk/what-is-diversity-inclusion/</a>&gt;</p>	<p style="text-align: center;"><b>Equity</b></p> <p>justice according to natural law or right; <i>specifically</i> : freedom from bias or favoritism</p> <p>Source: Merriam Webster &lt;<a href="https://www.merriam-webster.com/dictionary/equity">https://www.merriam-webster.com/dictionary/equity</a>&gt;</p>

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## Fourth District AIDE Program Graduation (Continued from Page 11)

Name	Division	Area of Expertise
<b>Samuel Song</b>	IT	I assist with promoting accessibility and inclusivity in the field of technology, and diversity and equity through means of dialogue.
<b>Michelle Morris</b>	Criminal Division	I assist with divisional group training and facilitation.
<b>Olivia</b>	Family Court	I assist with training for I am the FACE of Justice, Race Equity, and marketing and communication for the AIDE program.
<b>Hanna Haglund</b>	Jury Office	I assist with educational outreach in court youth summer programs and interview panels for inclusive hiring.
<b>Jenna Dashow</b>	Human Resources	
<b>Michael Martinek</b>	PSF Criminal Division	I assist with community engagement events and community access.
<b>Maria Alvarado</b>	Self Help Center	I assist with recruitment events and GARE implementation teams.
<b>Andrea Parisian</b>	Court Reporter Unit	I assist with GARE implementation teams, interview panels, and data tracking.
<b>Jan Paylue</b>	Southdale Criminal Division	I assist with community outreach, kids programs, and GARE racial equity trainings.
<b>Ulyssia Burris</b>	Centralized Contact Center and Appeals	I assist with the Fourth Judicial District's initiatives through coaching, training, and mentoring. I am a resourceful advocate of inclusion and fairness in a diverse court system.
<b>Tracy Texley</b>	Family Court	I assist with community engagement, as well as team and division training.
<b>Aly Yang</b>	Criminal centralized Division	I assist with community outreach and youth summer programs.
<b>Mai Khou Yang</b>	Probate Mental Health	I assist with community outreach and educational opportunities. One of my goals is to increase community engagement between Hennepin County Court and the community.
<b>Tammie Ybarra</b>	Brookdale Criminal Division	I assist with GARE, community engagement, hiring and recruitment.
<b>Tessa Beyers</b>	Juvenile Court	I assist with research, data collection, and document assembly.

## Hennepin County Digital Signage Strategy

By: Paul Hinz, Senior Project Manager, Hennepin County Portfolio Management Office

The 4<sup>th</sup> District has made significant strides in providing help and information to court participants in new and innovative ways. In 2015, the lobby calendars were moved from home grown solutions to a standard solution using the State provided Infax solution. This provided all 32 lobby displays in 8 buildings with a common message and a common look and feel.



Since then the program has grown to 97 displays and devices, which includes 2 informational kiosks in the Hennepin County Government Center on the Public Service Level and 6 kiosks for juror check in.



The most recent improvements have been the addition of on floor wayfinding devices. On each of the Courts floors in the Government Center, a mix of valuable content can be found including a filtered list of hearings scheduled for courtrooms on that floor, a general map of the floor, and points of interest for that floor. These displays carry the common messaging elements established for all displays.



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## Hennepin County Digital Signage Strategy

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Another improvement is the updating of Courts Content. Because of the diverse nature of Hennepin County and its constituents, languages are playing an ever increasingly important role in communicating the Districts message.



A digital signage display showing a court schedule and a floor plan. The top header includes the Minnesota Judicial Branch logo and 'HENNEPIN COUNTY GOVERNMENT CENTER 5th FLOOR'. On the left, there is a blue sidebar with text: 'District Court Records Center Located on B Level', 'District Court Hours 8:00AM-4:30PM Monday-Friday', and 'Medical Records Can Be Dropped Off At The Service Counter On The 4th Floor'. The main area contains a table with columns for Party Name, Room, Time, and Judicial Officer. Below the table is a floor plan diagram with labels for 'Psychological Services', 'C556', 'Restrooms', and 'C559'. A red dot on the floor plan is labeled 'You Are Here'. The date and time 'Thursday, February 1, 2018 8:31 AM' are at the bottom.

Party Name	Room	Time	Judicial Officer
OCKWIG, MIRANDA	GC-C556	9:45 AM	LIEN, MIKE
SCHLIES, MICHELLE	GC-C556	8:30 AM	LIEN, MIKE
STAGE, JENNIFER L	GC-C556	10:15 AM	LIEN, MIKE
STAGE, JENNIFER L	GC-C556	10:16 AM	LIEN, MIKE
TARLEY, TABITHA A	GC-C556	9:00 AM	LIEN, MIKE
TURNER, RAYMOND C	GC-C556	11:30 AM	LIEN, MIKE
UNIVERSITY OF MINNESOTA MED	GC-C556	10:15 AM	LIEN, MIKE
UNIVERSITY OF MINNESOTA MED	GC-C556	10:16 AM	LIEN, MIKE

The District is now incorporating multiple languages on general content displays in many buildings, incorporating common symbols, and focusing on collecting new content and refreshing existing content.

The District has a Signage Content team that helps with translations, advises on content, and plays an active role in blending creative content with the Districts message in a consistent manner across the district.

## MINNESOTA STATE COURT NEWS FROM THE LAND OF 10,000 LAKES



### Sixth Judicial District

#### **New Supervisor In Cook and Lake Counties**

**By: Kim Kostelac**

Dawn Johnson accepted the position of Court Operations Supervisor for Lake and Cook counties on November 22, 2017. Dawn started with the Sixth District as a temporary senior court clerk in May 2016, with more than ten years of supervisory experience outside the Branch prior to that.



Dawn Johnson: Court Operations Supervisor

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District Updates—6th Judicial District (Continued from Page 15)

## New Supervisor in CASA Unit

By: Kim Kostelac

Tammy Schleret accepted the position of supervisor in the Centralized Analysis of Security and Accuracy Unit, effective March 29. Tammy began her career with the Judicial Branch in 2001 as a senior court clerk in Carlton. Most recently she was the Quality Assurance Specialist for the CASA Unit.

**C**ENTRALIZED  
**A**NALYSIS OF  
**S**ECURITY AND  
**A**CCURACY UNIT



Tammy Schleret: CASA Unit Supervisor

## Tenth Judicial District

### New Staff Generalist II Supervisor in Washington County

By: Gena Jones



Carol Peterson: Staff Generalist II Supervisor

Carol Peterson joined Washington County Court Administration in March as the Staff Generalist II Supervisor. She replaces Lynelle Nordquist who retired after more than 35 years with the Branch. Carol supervises the Financial, Court Records, and Administrative Services divisions. Carol previously worked for Washington County since 1997 and throughout her tenure has held the positions of Elections Supervisor, Budget and Special Projects Manager, Administrative Aide, and Senior Secretary. She has handled all things facilities, budget and records related so she brings a wealth of knowledge and it has made a smooth transition into Court Administration.

District Updates—10th Judicial District (Continued from Page 17)

### **New Civil/Probate Supervisor in Anoka County** **By: Peg Zdon**

Mychael Walter was promoted to Court Operations Supervisor for Civil/Probate in Anoka County Court Administration on February 28, 2018. Mychael started his career with the courts as a temporary employee in the probate area in Anoka. He was then hired as a permanent employee in Ramsey County. He has worked several areas in Ramsey County including criminal, housing and conciliation courts.



Mychael Walter: Civil/Probate Court Operations Supervisor