



REFLECTIONS

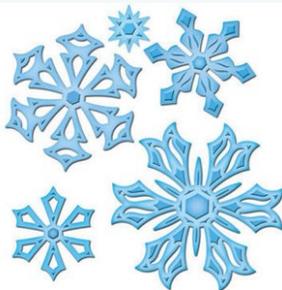
Winter 2019

MINNESOTA ASSOCIATION FOR COURT MANAGEMENT

President's Report: By: Aaron Williamson

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MACM OFFICERS 2018-2020

MEET YOUR NEW AND RE-ELECTED MACM OFFICERS!

Congratulations to the MACM Officers who were elected at the annual meeting held on Monday, September 24, 2018. MACM Officers are able to run for two terms as outlined in the MACM Bylaws.

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MACM Reflections

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Any MACM member may submit an article for the newsletter. If interested, please contact Mary at Mary.Dalbec@courts.state.mn.us for more information.

President's Report: Continued From Page 1

Greetings MACM Members!

New MACM Officers

I'm happy to once again announce our new MACM officers. We have a really great team of court managers who have been involved on MACM Committees for several years and they are eager to give back to the organization through their leadership. Please feel free to contact any of them with questions about MACM or their specific duties or committees!



Aaron Williamson, President

[View Bio](#) »



Christopher Channing, First Vice President & Legislative & Outreach Committee Chair

[View Bio](#) »



Kris Cunningham, Second Vice President & Education Committee Chair

[View Bio](#) »



Mary Dalbec, Third Vice President & Membership Services Committee Chair

[View Bio](#) »



Jennifer Miller, Secretary

[View Bio](#) »



Dave Goeddert, Treasurer

[View Bio](#) »



Annette Fritz, Past President

[View Bio](#) »

We're always happy to talk to you.



(Continued on Page 3)

President's Report: Continued From Page 2

2018 MACM Conference by the Numbers:

222 attendees
41 new members
21 conference coaches
17 round table topic presentations
11 MACM member breakout presenters
10 vendor show sponsors
9 different breakout session options
6 plenary speakers
5 MACM awards given out
4 returning officers
3 new officers
3 judicial officer presenters, and
oneCourtMN!



The MACM Committees spend a lot of time thinking about how to create the ideal learning and networking environment at our annual membership conference. I wanted to hit on a few points of clarification regarding the survey feedback:

Did you know?

Schedule

We definitely received mixed feedback on the Monday through Wednesday conference schedule. In general, I think people were open to trying new things and thought it went well. We'll be using the Wednesday through Friday schedule for our 2019 conference. It's nice to know both models work because sometimes we are limited by availability at conference sites, as was the case this year.

Breakouts

One of the most loved parts of the conference is the breakout sessions. We work really hard to offer a variety of compelling topics that will be interesting to the variety of professions represented in our membership (court admin, HR, IT, etc.). It's difficult to know how many people will be interested in each topic, and we're also constrained by the breakout rooms available at each site. We do put a lot of thought into this. In particular there is always a lot of interest in hearing speakers talk about the social issues Minnesotans deal with, which shows our members appreciate the complexity of the lives of the people we serve. Keep in mind, we would be happy to set you up with one of our speakers if you're interested in bringing them to your county or district to present. We're also exploring the ability to record sessions, in case you can't make it to the conference or you can't make it to a particular breakout, we will hopefully be able to provide more ways for you to experience the conference content.

Social Events

Thanks to those of you who made the \$10 donation to support the social events. This money is used to pay for hospitality suite expenses, prizes for different competitions, such as MACMopoly, and other things to make the conference more fun. Your personal donation allows us to pay for these extras.

(Continued on Page 4)

President's Report: Continued From Page 3

The vendor show was a big success. Thank you for taking the time to talk to all of the vendors and see what they have to offer. Hopefully you benefitted from that opportunity to learn about products to make your lives easier. The vendors each pay to attend our show, and these funds are used to pay for the food at the vendor show and all of the fun prizes! The excitement in the room when the Grand Prize Crock Pot was given away was palpable! But in sincerity, it was a great networking event and a fun time for all of us. Thanks to the Membership Services committee for their work on this and the other networking events. We're always trying to come up with new, fun, meaningful networking events. The word, "BINGO," came up at least ten times in the survey responses, so we may have to bring back the MACM Bingo, by popular demand! It's also about time we revived the Murder Mystery. Join the Membership Services committee to help us plan these high-quality events!

Season's Greetings

On behalf of the MACM Officers and Board of Directors, I wish you all a wonderful December and holiday season, no matter how or what you celebrate, be it Hanukah, Christmas, New Year's, Kwanza, or just the peaceful, cold days of winter in Minnesota. I hope you have time to reflect on the simple things, like family, a good job, high-functioning teams at work, being part of a professional community, and so many other things we have to be grateful for. We do what we do because we believe justice is possible and we care about Minnesotans, and we want them to experience the same sense of peace and love in their lives. Keep up the good work! We're making a difference in people's lives every day - and for that, we should be grateful!

Take care of yourselves and your loved ones,
Aaron



It's Winter Time!

Keep warm and cozy!
From MACM



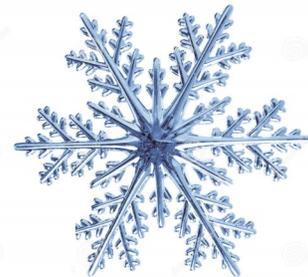
Education Committee Update

We held our 2018 conference from September 24-26 at the Marriot Hotel in Brooklyn Center and we had about 222 attendees this year; our numbers just keep growing! I want to thank all of you who took the time to complete the survey and from the results it looks like you found the conference content valuable. I would also like to thank Monica Tschumper for all her hard work leading the Education Committee and planning these high quality conferences. She has done a fantastic job and I will work hard to keep the level of excellence she and her team are known for.

This year's conference had a variety of important and insightful topics at our plenary, breakout and round table sessions. Justice McKeig gave a very inspirational presentation: "I'm Just a Girl from Federal Dam," about her path to the Supreme Court, and I would like to thank her for taking the time to share it with us. We changed our normal start and end times this year and many of you felt the change fit your schedules. We will keep that in mind as we work on planning future conferences.

I look forward to chairing the Education Committee as we plan next year's conference. Our next conference will be held at Cragun's Resort, September 25-27, 2019. The save the date notification has already been sent out. The committee is beginning discussions on presenters and topics. If you have any ideas please feel free to share them with me or anyone else on the Education Committee. I am thankful for this opportunity and am honored to work with such dedicated professionals.

Kris Cunningham, Chief Deputy Court Administrator
District Court—Washington County
Incoming Chair of The MACM Education Committee



Membership Services Committee Update

Another great MACM Conference was had at the Marriott this year with record attendance! Membership Services again had the New Member Mixer with fun games, food and prizes which was a great way for people to interact with each other and meet new people from around the state.

We also had a wonderful turnout for our Vendor Show. Due to the conference being in the Metro area this year, it was easier for Vendors to attend. Hopefully we can hold on to the Vendors and get them to keep coming back each year. The Vendors complimented our attendees on how well they went around and met with everyone and asked questions about their product. They said they love coming to our conference for this very reason!

I want to give a big shout out to those who helped put together the New Member Mixer and Vendor Show and especially to Gena Jones as she has helped out tremendously the past 2 years by working on the set up of these two events and has made sure they have run smoothly.

Over the past 2 years the Membership Services Scholarship program has helped over 20 people with costs for development and education across the Judicial Branch. Great job to those who have applied and are continuing with their education! Continue to keep an eye out for this great opportunity each spring and fall!

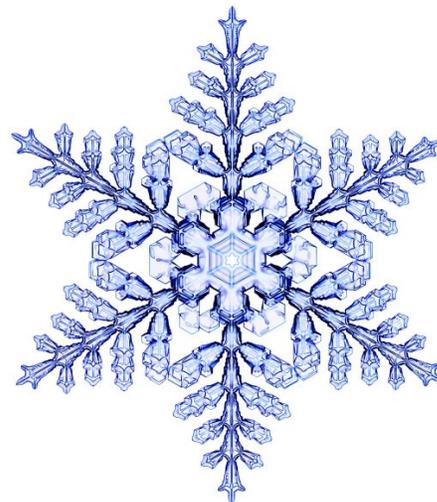
I have really enjoyed being Chair for the past two years and being part of a wonderful Committee and Conference. I will remain on the committee and look forward to many future great conferences.

Thank you,

Vanessa Jeske | Court Operations Supervisor

District Court – Goodhue County

Former Chair of Membership Services



Legislative & Outreach Committee Update:
MACM Legislative Outreach Giving Opportunity
By: Anne Basta—Committee Chair

This year we were very pleased to be able to offer charitable outreach to [Furnishing Hope](#). Furnishing Hope is a program through Perspectives, which is a therapeutic supportive housing program for women and children. Their services include recovery and mental health programs, job readiness, and educational offerings. The Furnishing Hope program specifically helps provide fully furnished apartments for families in need of services.

This year, MACM was able to raise just under \$2,200 and have a little competing among the districts for who could raise the most money. As of November 27, 2018 the 1st District has taken the lead with the most donations for a district as well as the highest average given per MACM attendee. Perspectives is keeping the online donation links they made for each district open for us through the end of the year, so if you have not yet donated or are willing to give more, please think of giving to Furnishing Hope.

[1st District Donation Link](#)

[2nd District Donation Link](#)

[3rd District Donation Link](#)

[4th District Donation Link](#)

[5th District Donation Link](#)

[6th District Donation Link](#)

[7th District Donation Link](#)

[8th District Donation Link](#)

[9th District Donation Link](#)

[10th District Donation Link](#)

[SCAO Donation Link](#)



Anne Basta (Left) and Peter Dyer (Right) with Legislative Outreach Partners from Furnishing Hope at MACM Conference.

2018 MACM Conference Off To A Great Start By: Monica Tschumper



The 2018 MACM conference started with opening remarks from MACM President, Aaron Williamson. Aaron welcomed attendees to the conference, then spoke about some initiatives underway in the Branch, including the effort to address racial inequities.

Following Aaron's remarks, our State Court Administrator, Jeff Shorba, spoke. Jeff recalled the 2016 MACM conference and reflected on where we were at, at that time, as a Branch. He spoke of the work that we've done to implement the various initiatives related to eCourt and thanked members for all of their contributions. Jeff spoke of our current oneCourtMN vision, which challenges us to build on a customer first culture. Many of today's customers are looking for quality and convenient customer service, 24/7. We will continue the efforts of oneCourtMN and our mission of providing our customers with the best possible customer experience.

As Jeff spoke about and celebrated the amount of change that we have undertaken since the 2016 conference, he acknowledged that there are more changes ahead. Jeff reminded us that reengineering is a process; a long term effort so it can be difficult to see the finish line. He looks forward to continuing to work with all of us, as leaders in our counties, districts and at the state level, to further enhance our commitment to the oneCourtMN vision.



Aaron Williamson
MACM President

MACM Conference — (Continued From Page 8)***I'm Just a Girl From Federal Dam:******Presenter: Justice Anne McKeig Written By: Sonja Kruger***

Justice McKeig shared a glimpse into her family history, childhood, and the journey that brought her to the Minnesota Supreme Court.

She described pivotal times in her educational and work experiences as “being in the ditch,” and how she moved through these times. She talked about her work as an Assistant Hennepin County Attorney in the Child Protection Division and as a Hennepin County judge.

She stressed the importance of focusing efforts on children. She spoke about her decision to apply to become a Supreme Court justice and how she became the first Native American woman to serve on the State’s highest court.

Justice McKeig closed her remarks by offering two questions shared with her by United States Supreme Court Associate Justice Sonia Sotomayor who asks herself daily what has she learned and who has she helped.



Justice Anne McKeig

MACM Conference — (Continued From Page 9)



Shelly Sherman, Holly Bohlken, Heidi Carstensen, Shelly Ellefson, and Chuck Kjos receive 2018 Minnesota Association for Court Management (MACM) Awards

Minneapolis, MN (September 25, 2018) – The Minnesota Association for Court Management announced the recipients of its 2018 awards at its annual meeting in September, 2018.



Aaron Williamson (MACM President), Shelly Sherman, Holly Bohlken, Heidi Carstensen, Shelly Ellefson, Chuck Kjos, and Vanessa Jeske (MACM Third Vice President)

(Continued on Page 11)

2018 MACM Awards (Continued from Page 10)

Champion of Change—Shelly Sherman

Business Process Specialist - Hennepin County Court Administration, Fourth Judicial District

A champion of change is a person who fosters collaboration to promote innovation by embracing opportunities to utilize technology and other resources to increase efficiencies and productivity in the work place.

The recipient of the 2018 champion of change award is Shelly Sherman, Business Process Specialist from the Fourth Judicial District.

In the words of the person who nominated her: Shelly is persistent and consistent in her work. She builds strong relationships with partners, both internal and external, and accomplishes projects and tasks in a consistent manner – which is why she is seen as an expert in criminal court business processes in the Fourth.

Shelly is an exceptional Judicial Branch employee and leader. She is relied upon for her years of experience and her sharp mind. She is a champion of change when it comes to implementing any new project or change in the Fourth Judicial District. She also works well with all of her colleagues at State Court and in other districts to collaborate and make sure our efforts run smoothly in relation to theirs.

She has either been project lead or an integral part of a large number of projects impacting the Criminal Division in Hennepin and others throughout the state such as:

The 2/4 project – she tested SessionWorks Clerks Edition and was on site before and after the transition to make sure things ran as smoothly as possible;

eReminder and eCheck-in – she was the main resource for the contract developers on this project and is greatly respected by our vendors for her knowledge and her ability to mitigate risk and prevent issues;

eSearch Warrant for eCharging – she lead this effort that is now used across the state for judges to electronically sign search warrants;

eFiling – she helped set up queues, maintained the event code list and tested eFS;

eFiling Search Warrants – Shelly developed training and delivered it to law enforcement agencies so they could start eFiling their search warrants.

Shelly sees the big picture and ensures we make the right decisions when planning a process upfront so that we don't have to deal with issues down the road. Shelly is also the type of person who will drop what she's doing to help colleagues dealing with an important issue. She understands her role on the team, and wants others to feel supported. She has vast expertise and knowledge and is a Champion of Change because she makes things happen – the right way, the first time.

Shelly was nominated by: Aaron Williamson from the 4th District.

Congratulations Shelly Sherman as the 2018 recipient of the Champion of Change award!



Ann Basta and Shelly Sherman

2018 MACM Awards (Continued from Page 11)

Early Career Excellence – Holly Bohlken

Court Operations Supervisor - Dakota County Major Criminal Division, First Judicial District

A person who exhibits early career excellence demonstrates achievement in the courts through obtaining a high level of knowledge in a short amount of time; is a quick learner and a valuable resource to others; is dependable and consistent while working to achieve success in their local court or for the Minnesota Judicial Branch.

The recipient of the 2018 Early Career Excellence Award is Holly Bohlken, Dakota County Court Operations Supervisor of the Major Criminal Division.

Holly has been with the Judicial Branch since 2008 and all of her years of service have been with the First Judicial District. She started her career as a Senior Court Clerk in the Major Criminal area, and she has been repeatedly promoted through the ranks including Lead Worker in 2011 and then Court Operations Supervisor in 2016.

In the words of the person who nominated her, Holly immediately stood out as potential leadership material with her positive attitude, can do spirit, and her dependability to support the Judicial Branch mission and vision.

Within 3 years of becoming a Senior Court Clerk, Holly's dedication to excellence and approachability brought her into a lead worker role. In that role she embraced leadership qualities of her position by becoming certified in SharePoint administration, assisting her team with eFS implementation, and completing DiA.

After 5 years of being a lead worker, getting married and having 2 bouncing baby boys (busy lady!), Holly was promoted to the Major Criminal Court Operations Supervisor role in 2016. She supervises the largest department in the First District and has demonstrated forward thinking leadership, unwavering dedication, and optimistic encouragement to everyone she encounters. She leads with confidence, sincerity and integrity. She holds her team to high values yet is respected for her fairness. Holly is a leader in change and promotes her entire team towards change acceptance.

She is an exceptional supervisor and with less than 10 years in the branch, Holly is the epitome of an Early Career Excellence award recipient.

Holly was nominated by: Heidi Carstensen, Dakota County Court Administrator
 Congratulations Holly Bohlken as the 2018 recipient of the Early Career Excellence award!



Vanessa Jeske and Holly Bohlken

2018 MACM Awards (Continued from Page 12)

Distinguished Service Award – Heidi Carstensen Dakota County Court Administrator, First Judicial District

The Distinguished Service award honors a MACM member who has distinguished themselves through a record of service to the profession; outstanding service to the community and courts; demonstrates leadership by improving the administration of justice and delivery of public service through the application of modern management techniques.

The recipient of the 2018 Distinguished Service Award is Heidi Carstensen the Dakota County Court Administrator in the First Judicial District.

In the words of the person who nominated her: Heidi has demonstrated significant accomplishments and leadership throughout the almost two decades that she has worked in the Minnesota Judicial Branch. She is passionate about leadership and the court system. She serves as the First District representative on the statewide Reengineering Steering Committee and has been instrumental in redesign discussions at both the state and district levels. In fact, this past year she led First District Town Hall sessions covering topics such as Reengineering and OneCourtMN.

Over the years, Heidi has been on so many state, district, and county committees and workgroups that there are too many to delineate. She has been involved in NACM and MACM and last year, Heidi became an ICM Fellow. Her paper is entitled "*The Certified Court Specialist: Delivering Educated Justice on the Front Lines*" is a reflection of her commitment to court staff, improving the administration of justice, and ultimately delivering excellent customer service.

Heidi is extremely focused on our court customers, community outreach, and providing excellent customer service. Heidi has spent a tremendous amount of time developing the court's relationship with the local bar association.

One of the biggest professional compliments that a person can receive is to be someone committed to developing others and creating a lasting legacy of people who serve the public well in years to come. Without question, Heidi is that person. She is a vigorous proponent of education and training. She encourages staff at every level to take every opportunity to develop themselves and attend educational opportunities. Heidi serves as an instructor for the Court Management Program Strategic Visioning and Strategic Planning course, which continues to be a program that develops our future court leaders.

In summary, Heidi has made numerous contributions to the court management profession and the Minnesota Judicial Branch, and as a result has earned a high professional regard and respect from judges, district and court administrators, court staff, justice partners, and others associated with our court system. Heidi has distinguished herself in this profession and is proven to be a dedicated leader.

Heidi was nominated by: Brian Jones on behalf of the First District Judges and Staff, as well as the public who have been positively impacted by Heidi's leadership and distinguished service. Congratulations Heidi Carstensen as the 2018 recipient of the Distinguished Service Award!



Gena Jones and Heidi Carstensen

2018 MACM Awards (Continued from Page 13)

Coach/Mentor of the Year – Shelley Ellefson District Administrator, Third Judicial District

A coach or mentor is a person who fosters trust while encouraging others to achieve their goals without thought of reciprocation. They share their skills and knowledge with others and provide excellent coaching in the ongoing development and enrichment of others.

The recipient of the 2018 Coach/Mentor of the Year is Shelley Ellefson the District Administrator of the Third Judicial District.

In the words of those who nominated her: Shelley's leadership is unmatched, her competence is extraordinary, and she is highly respected by all who work with, for, and around her. Shelley continuously fosters collaboration within and between court and district administration offices, and between administration and the bench. She creates, supports, and maintains a working environment where everyone comes to the table to discuss any topic, all voices are heard, information is widely shared, and respect and transparency is valued by all.

She mentors and encourages district-wide, as new employees start their employment with the branch, new judges come on board, as new teams start up, during times of strategic goal planning and re-engineering, and as an ongoing effort to keep employees abreast of the "why" behind district initiatives.

Shelley seeks out, supports, and encourages personal and professional development for all levels of employees and judges in the 3rd District. She has helped create a culture where the level of coaching and mentoring is beyond exceptional.

For these reasons and many more, Shelley Ellefson is a well-deserved recipient of the MACM Coach/Mentor of the Year Award. She was nominated by: the Court Administrators of the 3rd District.

Congratulations Shelley Ellefson as the 2018 recipient of the Coach/Mentor of the year award!



Deb Lepper and Shelly Ellefson

2018 MACM Awards (Continued from Page 14)

Lifetime Achievement Award – Chuck Kjos Olmsted County Court Administrator, Third Judicial District

The Lifetime Achievement award honors a MACM member who is recognized for their many contributions to the court management profession and for their years of service to the Court. They have earned a high professional regard and the respect of other members in the profession. They demonstrate diplomacy, advocacy, and a consistent professionalism when faced with challenges. They demonstrate outstanding leadership and give selflessly of their time and talent. The recipient of the 2018 Lifetime Achievement Award is Chuck Kjos the Court Administrator of Olmsted County in the Third Judicial District. Chuck has been with the MN Judicial Branch since 1977, that's 41 years folks!

In the words of those who nominated him: Chuck has continually made outstanding contributions and demonstrated how to work effectively with judges, staff, justice partners and the people we serve. He has continuously exhibited the utmost professionalism regardless of the challenge. Chuck is consistently diplomatic and always shows a high degree of respect for others. He's calm, courteous, patient and resourceful, and has always set an example for staff regarding how to maintain composure and represent the Court well.

Chuck has built and maintained exceptionally effective working relationships with the judges he's served and he's developed quality working relationships with the staff that work for him. His bench and justice partners rely heavily upon him and frequently seek his counsel. He does a great job of building partnerships with county cohorts to make the work flow efficiently for all concerned. For example, during roughly the past decade Olmsted County has been under-judged. Chuck worked tirelessly with his bench and his Olmsted County justice partners to effectively utilize judicial resources allocated to his county.

In Chuck's 41 years of court service he has literally served on, participated in or led countless local, district and state level committees, organizations and activities. One of his most recent substantive forms of service was to the Judicial Council. From July 1, 2008 – June 30, 2014, Chuck served the Minnesota Judicial Branch as the Judicial Council's sole Court Administrator representative.



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Chuck Kjos and Annette Fritz

2018 MACM Awards (Continued from Page 15)

Lifetime Achievement Award – Continued

Throughout his tenure on the Council Chuck did an outstanding job of representing the voice of court administration at the Council table, and not just the voice of Olmsted County or the Third District. He took his role very seriously and continuously provided all Court Administrators across the state with information before Council meetings and updates after Council meetings. He spoke up at meetings, even when his comments were not popular. This earned Chuck high professional regard and respect from Council members and administrators across the state.

On June 14, 1991, Chuck became an ICM Fellow. This was in the 'old days' when candidates had to travel around the United States to attend the Phase I and Phase II courses, and they were required to participate in the off-site 3-week Phase III curriculum. Chuck went to Steamboat Springs, CO for Phase III. Those that have become Fellows in the past few years know how demanding Phase III and IV can be, yet it was even more challenging and it was a different kind of commitment back in the 90s to become a Fellow. The financial out-lay was much more substantial and the time commitment away from the office and family was much more extreme than it is now. Despite the burdens, Chuck made that commitment to himself and to the Court that he served. Chuck's commitment to the profession and to this personal and professional development is very strong.

Chuck has continuously demonstrated his commitment to sharing his knowledge, and after 41 years he's got a great deal of institutional knowledge!! We wish him all the best that retirement has to offer! Chuck was nominated by: the Third Judicial District Administrative Team

Congratulations Chuck Kjos as the 2018 recipient of the Lifetime Achievement Award!



Outgoing Officers With Past President Annette Fritz & Aaron Williamson, President, Monica Tschumper, 2nd Vice President, Ann Basta, 1st Vice President, and Vanessa Jeske 3rd Vice President

MACM Conference — (Continued From Page 17)

Sexual Harassment in the Workplace—Continued

Harassment is defined in the Minnesota Human Rights Act (MHRA) and in Title VII, the Federal Law. State law is broader in Minnesota. The victim needs to bring a claim within one year. Employers can take a claim during any time period. MHRA covers all types of harassment, protected classes. The MJB policy relates to all of those as well. Conduct is what matters, not relationship or opposite or same sex.

To conclude, Ms. Larimore presented that although the legal standard for harassment is high, some employers have a lower standard. This gives the employer more power to address incidents and take action. When is an employer liable? An employer is liable if they know or should know about harassment from a client or a vendor and fails to take action. Prompt immediate action is critical. What does that mean for us? We should be cognizant of our own behavior and aware of what is happening around us. So we can take prompt action.

What else can we do to prevent harassment?

- Diversity and inclusion practices
- Holistic approach to address the culture
- Training that gives employees coping strategies
- Bi-stander intervention training
- Give managers and supervisors the tools they need to step in and address harassing behavior



Managing Biases & Cultural Misunderstanding in the Hiring Process

Presenter: Lila Kelly Written By: Patty Mallum

Lila addressed how best to address diversity and bias during the hiring process. Creating a situation of competency development model is used best for cultural awareness, knowledge about other perspectives and skills of interview and hiring. The changing demographics in the U.S. with baby boomers retiring has created an opportunity to close the gap with hiring competent candidates. Lila used the example of medical students being trained on all light colored skin was found to be an issue when doctors were in assessing medical issues with different colored skin. The medical industry needed to develop a better way to train doctors on diversity. There are many trainings on implicit bias training which used to be sensitivity training.

After review of the mission and vision statements of the Judicial Branch she noted a good correlation to the goals we have as an organization. Interview and hiring processes are a critical point sometimes the best applicant gets screened out because of assumptions. It's time for organizations to sell itself to the applicant so they can screen the organization. This method then helps the organization and the applicants who then spread the word about the positive interviewing experience to family, friends and the community, which can affect future recruiting.



Lila Kelly

MACM Conference — (Continued From Page 18)

Round Table Presentations:



MACM 2018

Round Table Presentations

1. Integrations
2. Virtual Private Network (VPN)
3. Mandatory CAPs
4. Document Acceptance & Document Security Monitoring
5. Pre-trial Release Tool Implementation
6. VOIP
7. Psych. Interpreter Services
8. Jury Consolidation
9. MNCIS Record Destruction Project
10. Bench Works
11. Task Manager
12. Cyber Security/Mobile Device Management
13. Cornerstone
14. eFS Acceptance/Documents/Monitoring Centralization
15. Check-in Kiosk for Ramsey Juvenile Court
16. Treatment Courts
17. Early Neutral Evaluation (ENE)



Maria Jost Hosts Round Table about
CAP Compliance and Tracking Methods

MACM Conference — (Continued From Page 19)

Tools and Techniques to Support Everyday Change: Starting with ODY17

Presenters: Kim Larson & Connie Gackstetter **Written By: Hilary Huntley**



MNCIS Your Way

Odyssey 2017 Release

In this session Connie and Kim provided an overview and recap on change and the things that can complicate change. The quadrants of complexity of change were covered in depth, which gave attendees a good understanding of different kinds of change. Attendees worked in small groups to talk through changes and the quadrants those changes might fall in. The session wrapped up with a discussion of change plans and the importance of exploring past changes as learning experiences.

Techniques for Managing Biases & Cultural Mis-Steps in the Hiring Process

Presenter: Lila Kelly **Written By: Jenny Miller**

The main objective of the breakout was to introduce and learn about ways bias can appear in the hiring process. The group discussion centered on the job descriptions, candidate selection, the interview, and the interview questions. The presenter shared expanded information and videos from her research detailing how unmet expectations, cultural misunderstandings and unconscious bias can play a role in the hiring process and effect outcomes.

The presentation and small group discussion focused on these takeaways:

- Job descriptions should contain objective terms and relevant and quantifiable qualifications.
- Interview questions should relate to the job description and focus on knowledge, skills and abilities.
- Interviews should be structured by asking everyone the same questions AND we should be flexible in our interview style.
- Get input on interview questions by getting feedback from diverse employees
- Obtain information about applicant's knowledge, skills and abilities by having them perform a small part of the job.
- Work with our peers to be accountable for actions and identify and eliminate bias.



Lila Kelly

MACM Conference — (Continued From Page 20)

Effective Harassment Prevention—Your Role & Responsibility As A Supervisor

Presenters: Jessi Bienfang, Eli Hart, Lynn Wagner Written By: Kris Cunningham

Jessi Bienfang, Eli Hart and Lynn Wagner presented on harassment in the workplace. Their presentation was focused on the Minnesota Judicial Branch and they reviewed policy changes and what supervisors and managers are responsible to do when this behavior is reported.

All Judicial Branch staff are mandate by the Chief Justice to attend sexual harassment training. Managers/supervisors in person. Staff will do an e-Learning.

Treat all people with dignity and respect there are no boundaries by gender. Just takes one person who finds it offensive to make it inappropriate. This is a Judicial Branch Policy – 304 Harassment and discrimination policy. The policy clarifies language and promotes a culture where staff feel safe reporting this and managers/supervisors know how to handle complaints.

EEOC- unlawful to harass a person because of sex. Harassment does not have to be sexual in nature. Victim can be male or female and may occur between same sex parties. In the past, 80% of claims were Quid Pro Quo; this for that. Now 80% are hostile work environment and 20% Quid Pro Quo.

Policy 304 covers discrimination and harassment and defines both as well as sexual harassment. We all need to be careful and question ourselves before touching someone even if no ill intent is intended. Rethink how and what and why you are complimenting someone on, especially if it involves their appearance. Supervisors are responsible to keep an eye on the spectrum and if it starts to get uncomfortable step in. Don't let people continue to test boundaries because it may go over the top.

What Management and Judicial Officers are responsible for:

- ◆ Model appropriate behavior while treating all complaints of discrimination and harassment seriously.
- ◆ Respond to complaints when they are reported. Immediately report all allegations or incidents of discrimination and harassment to human resources staff.
- ◆ Comply with the Judicial Branch complaint and investigation procedures.

Take action and be available and open, take it seriously, and report it. You do not need to do the whole investigation but ask and use active listening and clarifying questions. Make sure the person is safe and mitigate future conduct.

(Continued on Page 22)



Jessi Bienfang and Eli Hart

MACM Conference — (Continued From Page 21)

Effective Harassment Prevention (Continued from Page 21)

Keep it confidential and avoid publically discussing the complaint. Share information only with those who need to know. Do not isolate the person or interfere with investigation. Take action now to reduce liability

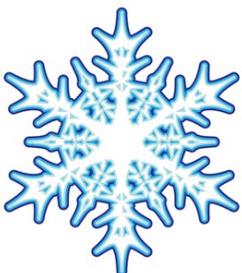
Be proactive and prevent inappropriate behavior. Do not join inappropriate behavior; call it out and model appropriate behavior. Be visible and get out among your employees. Talk to staff about the work environment and look around the work place for inappropriate materials. Report to your human resources staff if you observed anything of concern. Off-Duty conduct is included if it's before or after work and off premises if it's a job related event. Sexual harassment is in the eye of the beholder.

Town Hall

Presenters: Jeff Shorba, Dawn Torgerson, Heather Kendall Written By: Kristine Maiers

The Townhall session was back by popular demand from the 2016 MACM Conference, Jeff Shorba, Dawn Torgerson and Heather Kendall presented an open forum discussion of the ongoing re-engineering and changes that have occurred in the former eCourtMN now known as oneCourtMN initiative. Positive success stories were shared by attendees and ways that districts have worked to facilitate the changes and continue in a forward motion providing high quality, consistent and convenient court administration services anywhere in the state. Different roadblocks were also discussed and ways to remedy those. Communication continues to be very key in this endeavor as well as appreciating the differences, strengths and values that all persons bring to the teams. CAPS are very useful and it was noted that the background information listed in the CAPS is very beneficial in explaining the "why". A baseline standards customer service report will be forthcoming to further clarify and communicate the branch vision.

Town Hall
Breakout Session



MACM Conference — (Continued From Page 22)

eReminders and Technology

Presenters: *Dr. Marcy Podkopacz & Shelly Sherman*

Written By: *Gena Jones*

What is an eReminder? Litigants miss their original court date because they forgot or didn't know the date (39%), had work, personal or health conflict, or transportation issues (34%), or other reasons (27%). With eReminders, litigants provide their contact information and consent to receive a text and/or an email from the Court to remind them of upcoming appearances. The purpose and goal is to improve court appearance rates, provide more reliable calendaring schedules, save resources, and decrease collateral consequences of bench warrants for defendants. Note: eReminders do not replace the paper notice. This is a service only and doesn't replace the legal notification. eReminders cannot be sent to parties pre-service.

How do eReminders work? Once a hearing is scheduled in MNCIS a hearing notification is sent and picked up by the eReminder system. The system goes out to MNCIS to request updated party/hearing information based on a predetermined number of days before the scheduled hearing and queues up the reminder to be sent. eReminders leave the queue starting at 10:00 a.m. daily based on the hearing time.

If you are considering eReminder for your court, be proactive and start using the form now with modified language stating we hope to do this in the future. Start preparing by deciding what case types, when you want reminders to go out, what you want the text and email to say, and who will be responsible for tracking any work. Be sure to update defendant contact information at every hearing. Determine and configure your eReminder "recipe". Only one recipe per case type, so the templates should be very generic. Be sure your message includes information letting the litigants know not to reply to the message and as no one will monitor replies. However, you will need to look for messages coming back stating "wrong number" and replace the party record email address in MNCIS with [un-known@courts.mn](mailto:unknown@courts.mn). Also, litigants must have the option to opt out and should be able to opt back in if desired.

Hennepin County has experienced a reduction in failures to appear (FTA), and as a result, a decrease in bench warrants issued for FTA. They've also noticed the FTA rate is lower with text reminders than with email reminders.

What is an eAlert? eAlerts are a way of contacting people when we have to move calendars on an emergency/urgent basis, as well as an opportunity to alert staff, judges and justice partners, in real time, to an emergency situation. Hennepin County took advantage of this technology during the Super Bowl to send daily eAlerts to staff and judges notifying them of street closures, traffic delays and planned protests, severe weather, and a structural problem at one of their courthouses.



MACM Conference — (Continued From Page 23)***A Face Behind The Case With Michael Bellotti******Presenter: Michael Bellotti******Written By: Jeri Boetcher***

Painting By Michael Bellotti

Michael Bellotti shared the journey of discovering his art talent during his time of incarceration following a federal drug charge conviction. He highlighted the importance of personal decisions and the impact our professional interactions have on those we serve. This session was an opportunity to clearly see and learn more about an individual that encountered the criminal justice system and was successful at rebuild his life after incarceration. He shared a moving story about transitioning from a dark place to the place of passion and service today. The artwork displayed clearly depicted the amazing art talent he discovered only after having the time in prison to focus on painting!

MACM Conference — (Continued From Page 24)***Class of 2018 Fellows Program Presentations*****Written By: Hilary Huntley**

This session provided an overview of four fellows' papers that were completed over the past year.



The Fellows who presented their papers were:

◇ Heidi Carstensen: The Certified Court Specialist – Delivering Educated Justice on the Front Lines

Heidi discussed the impact that an educational program for staff could have on the work of the courts.

◇ Sarah Bechtold: The Impact of Centralization on Access to Justice

Sarah's paper covers the impact that centralization has had on access to justice in Minnesota. Her research covered centralization and access to justice surveys from 2005 – 2015.

◇ Sheldon Clark: Utilizing Technology to Increase Self-Help Access

Sheldon researched the electronic resources that have been made available to Self-Represented Litigants over the years in Minnesota and the impact these have had on different parts of Minnesota.

◇ Hans Holland: Adopting a Talent-Centric Culture in the Third Judicial District in Minnesota

Hans described the difference between talent-centric culture and the job-specific culture. He used a quantitative research design to study the changes the Third District has made to its culture.

CHECK IT OUT!

- ⇒ **Fellows Papers from Minnesota are available on [SharePoint](#).**
- ⇒ **All Fellows Papers are available on the [NCSC Institute for Court Management webpage](#).**



MACM Conference — (Continued From Page 25)***Legislative Outreach Process******Presenter: John Hultquist******Written By: Ann Basta***

John Hultquist, Committee Administrator for the Minnesota House of Representatives, provided an overview of the legislative process including: how bills go through committee and are heard on the floor prior to voting. John was joined by Janet Marshall, who works as the Inter-Governmental Liaison for the Minnesota Judicial Branch. She reviewed the fiscal note process, which outlines the financial impact a bill is expected to have, which Janet oversees providing this information for the legislature when a bill involves the judicial branch.

John and Janet emphasized that committees are where the work of the legislature really gets done and citizen input on bills is highly regarded by legislators. They noted that committee members find it useful to receive information and supporting materials prior to a hearing on a matter and that it should be remembered that all materials provided to the committee are also available to the public.

Tips for meeting with a legislator included:

- Schedule a meeting through their office
- Be flexible on time as they may have numerous interruptions
- Present the issue positively
- Use personal experiences to help convey the message
- Share how a the passing of a piece of legislation will help their constituents
- Send a thank you note or email after meeting and ask if they need additional information
- If it becomes law, send another thank you note for their help getting the bill passed
- Invite the legislator for a visit to see the impact of the law
- Most importantly- be consistent with the branch message



John Hultquist

MACM Conference — (Continued From Page 26)

Sexual Exploitations: What the Invisible Victims Wish Court Leaders Knew from Small Towns to Big Cities

Presenter: Honorable Mark Kappelhoff, Fourth Judicial District Judge and Honorable Robyn Millenacker, Second Judicial District Judge

Written By: Lu Ann Blegen

The statistics related to sexual exploitation are heart breaking. Up to 100,000 children are sexually exploited in the United States every year. Many of these children and other victims of sexual exploitation appear in courthouses and courtrooms across Minnesota. The victims would like court employees and judges to be aware of red flags that may indicate a person is a victim of sexual exploitation and to understand and be sensitive to the nature of abuse. They would like us to know how to report suspicions of sexual exploitation and how to make referrals to resources that can provide help to victims. They would like us to be discreet when interacting with a person we suspect may be a victim of sexual exploitation as their abuser may be nearby observing and listening. Below is a Bench Card developed in Hennepin County that covers what judges and court employees need to be aware of regarding human trafficking and sexual exploitation. An electronic version of the Bench Card which may be tailored for use in your county or district is available on Dropbox: [Human Trafficking Bench card](#). If you need help with this, please contact Aaron Williamson.



HUMAN TRAFFICKING

bench card

This bench card is aimed at helping judges and court personnel identify situations that may involve human trafficking and offers recommendations to address and protect victims of human trafficking

WHAT IS HUMAN TRAFFICKING? Human trafficking is a human rights violation that involves the exploitation of human beings for the purpose of forced labor or services, or commercial sexual exploitation.

SEX TRAFFICKING: Receiving, recruiting, enticing, harboring, providing, or obtaining by any means an individual to aid in the prostitution of the individual or receiving anything of value, knowing or having reason to know it is derived from sex trafficking. (Minn. Stat. § 609.321)
Found in: pimp-controlled prostitution, escort services, brothels, exotic dancing, pornography, massage parlors.

LABOR TRAFFICKING: Obtaining labor or services of another person through force, fraud, or coercion. Found in: domestic workers, restaurants, agriculture, landscaping, garment businesses, peddling/sales crews. (Minn. Stat. § 609.282)

TOUCH-POINTS WITH THE COURT SYSTEM



- Child abuse & neglect
- Civil Court (Housing, Guardianship)
- Delinquency
- Domestic violence
- Drug trafficking
- Forced marriage
- Gang affiliation
- Harassment/Protection Orders
- Juvenile status offenses
- Prostituted Persons
- Sexual assault
- Stalking
- Substance abuse/use
- Theft /compelled criminalization

WHAT TO LOOK FOR AS JUDGES

Vulnerabilities

- Chronic runaway or homelessness
- Truancy/frequent school transfers
- Unstable family environment
- Elder boy/girlfriend or accompanied by an older person
- New/expensive things with no means to buy them
- "Trauma bonding" – positively identifying with trafficker
- Evidence of controlling or dominating relationships
- Cannot come and go freely at work or home
- Poverty/lack of resources to thrive
- At-risk LGBTQ youth
- No access to identification or travel documents
- Something just doesn't seem right!

Physical Indicators

- Signs of physical abuse: bruises, broken bones, burns, scarring, or injuries in stages of healing
- Tattoos or Branding
- Malnutrition or extreme weight loss
- Pregnancy or reproductive health problems, sexually transmitted diseases, urinary tract infections, or injuries consistent with sexual assault
- Infectious/chronic diseases or illnesses

Behavioral/Mental/Emotional Indicators

- Drug/alcohol addiction
- Expressions of helplessness, shame, or guilt
- Emotional detachment
- Symptoms of post-traumatic stress disorder, phobias, panic attacks, fear, anxiety, anger, depression, or abrupt mood changes
- Sleeping or eating disorders
- Hyper-vigilance or paranoid behavior
- Explicit online social media activity



MACM Conference — (Continued From Page 27)

Re-setting Leadership Limits

Presenter: Nick Mezacapa

Written By: Kristine Maiers

Nick Mezacapa closed out the conference with some inspirational quotes, fun and some sad stories and great advice for all, Re-setting Leadership Limits. As leaders, he knows that there are feelings of not being appreciated and working too hard, daily dealing with conflict and change within our people intense environment. It's what we do, but how we deal with it is up to us. We need to keep our energy tank full. He shared happy and sad times in his life, which have made him who he is today. He loves to share his stories and help people accept and be the best they can be, no matter what life throws their way. He closed with four thoughts that should be embraced – Life is Short. Keep it Simple. Be Playful. And get out on the dance floor!!



Nick Mezacapa

