

MACM MATTERS



MINNESOTA ASSOCIATION FOR COURT MANAGEMENT Winter 2019

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Update from the MACM President By: Aaron Williamson, President Criminal Division Project Manager, Fourth Judicial District

Winter Greetings from MACM!

I hope you are having a nice winter! It's a chilly time, where we all inevitably wonder why we live here. Well, at least we have one great reason to live in this state, which is a strong Judicial Branch, ready to advance and face the challenges of each new day, month, and year!

It's difficult to even imagine the lush, green layer of earth that sleeps under the snow and cold right now. For ancient cultures, the winter solstice (December 22/23), represents a time of transition – both death and rebirth. For us in the Northern Hemisphere, it's the longest segment of time where the sun is down, making for a cold and contemplative night.

For me, this time of year can be challenging because I find myself missing the ability to spend time outside enjoying the bounty of nature in Minnesota. It's also very cold. Layers upon layers of clothes bring a pendulum-like state of shivering and then sweating. If you can find that sweet spot of comfort, you are inclined not to move a muscle.

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MACM Matters

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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.

Amidst the quiet and frustration, there is certainly a peaceful quality to the long winter nights. This season can represent letting go of the year that fades and preparing for new opportunities and new growth coming in a new year.

Each year brings new changes, challenges, and opportunities, for us as people, and for us as a Branch. It's been an incredible year for MACM, with three new officers who have done wonderful work leading their committees. I'm grateful for all of the officers who stretch themselves to new heights as they discover themselves as leaders. Many hands make MACM work fun, fulfilling, and foundational to our mission to advance the profession of court management in Minnesota.

Thank you for 2019. I look forward to changing and growing with you in the New Year!

Aaron Williamson

MACM President



Aaron Williamson



Membership Services Committee Update

By: Mary Dalbec, Committee Chair
Carver County Court Administrator

We had another wonderful MACM conference at Cragun's on Gull Lake this year with large attendance. Membership Services hosted the New Member and First Time Attendee Mixer on Tuesday night with introductions, games, food and prizes. The event is a great way for new members and first time attendees to interact and network with the MACM Board, Membership Services Committee Members, and others from across the state that are attending the conference for the first time. Since our last conference, we've welcomed 37 new MACM members to our association, many of which attended this year's event.



Mary Dalbec

This year we had a great turnout for our Vendor Show! We had 13 vendors, five of which were gold vendors, attend from all over the state. The vendors appreciated the interaction and questions from all of you regarding their services and products they provide. The vendors know that you may not have the final vote regarding their products and services available, but they enjoy networking and speaking with each of you. All of your questions and your eagerness to learn more about their companies is why the vendors enjoy coming to our conference and why many attend year after year. Thank you for participating and networking with each vendor!

In this newsletter you'll read more about the four very deserving 2019 MACM Awards Winners. Congratulations again to Sharon Schubert, Monica Tschumper, Angie Hutchins, and Gena Jones! The awards are a great opportunity for our organization to show appreciation for some of the people that go above and beyond the call of duty across the state. The award categories are: Champion of Change, Distinguished Service, Lifetime



Achievement, Coach/ Mentor of the Year, and Early Career Excellence. Over the next several months please keep in mind those that go above and beyond and to send in a nomination form next summer for our 2020 MACM Awards.

Additionally throughout FY2019 Membership Services awarded \$2,100 in MACM scholarships to five recipients. At our September board meeting we requested the renewal of the 2020 scholarship fund of \$4,000, which the board unanimously voted to renew. The MACM Scholarship Program is intended to promote the organization's efforts to improve judicial administration by financially supporting member's education. MACM Scholarship opportunities are available to all MACM members. The next call for scholarship applications will be May 2020 and will be awarded in June 2020. You can learn more about the MACM scholarship program by viewing the details on our [MACM website](#).

Lastly, I want to thank all of those that helped with the various Membership Services conference events. I'm very fortunate and thankful for all of the hard work and dedication the Membership Services Committee members give all year to prepare and help ensure each networking event runs smoothly and successfully. Thank you all of your hard work and the continual support you give to Membership Services and MACM!

Education Committee Update

By: Kris Cunningham, Committee Chair
Washington County Deputy Court Administrator

We held our 2019 Leading by the (H)our Conference at Cragun's resort in Brainerd September 25-27. We had approximately 236 attendees which is our highest number of attendees for any conference. The setting was beautiful and hopefully those that attended got to enjoy the lake. I would like to thank all the Education Committee members that worked on making the conference a success. I would also like to thank those of you that took the time to complete the evaluation survey, your input is very important to us for future conferences.

We started off the conference with a speaker from the National Center. Michael Buenger spoke to us about the future of the courts and ideas on what is needed to stay relevant in the future. We added something new to the conference content this year with our Innovation Hour. It gave our members an opportunity to network with their colleagues in an informal setting to discuss relevant topics.



Kris Cunningham

Our 2020 conference is already booked for Duluth at the "DECC" (Duluth Entertainment Convention Center) and the Holiday Inn Hotel. Because Duluth is a popular location in the Fall it is necessary to adjust the days of the week for the conference due to availability of the convention center. In 2020 our conference will be held Tuesday through Thursday, September 29th – October 1st. We will again this year send out requests for proposals from our membership for conference speakers. I wish everyone a warm and safe winter. Thank you and happy holidays to all.

Legislative and Outreach Committee Update

By: Sonja Kruger, Committee Chair
Court Programs Manager, Fifth Judicial District

MACM Legislative and Outreach Giving Opportunity

We were so pleased to partner with the **Domestic Abuse Project's Change Step Program** as this year's charitable outreach organization at the 2019 MACM conference. The Change Step Program blends the military's language and culture with a proven platform used in traditional men's groups to best serve the needs of veterans in our communities. This program is for men who are currently serving or have served in the military and who have experienced abuse in their relationships. Change Step focuses on addressing the specific issues facing veterans today, including deployments and post-traumatic stress disorder and is built on the understanding of the effects of trauma and violence on veteran's health and well-being.

Through your generosity, MACM was able to raise over \$900 for the Change Step Program! Members in the Fifth Judicial District led the way with the highest amount donated per district and by individual members, with the Third District coming in as a close second in donations per district. Thank you to all who donated!

The Legislative and Outreach Committee will soon begin planning the 2020 MACM Day at the Capitol. Information will be shared about this important event as soon as it is available. We hope to see you there!



Sonja Kruger

MACM Conference Opening Statements & State Court Administrator's Address

By: Monica Tschumper, Wright County Court Administrator



Aaron Williamson

The conference got off to a great start with Aaron Williamson, President of MACM, welcoming everyone to the conference and leading the Presentation of Colors and Pledge of Allegiance. Aaron then spoke about the need for courts to adapt as an old institution in a new world. He indicated our morning plenary speaker, Michael, Buenger, from the National Center for State Courts, would discuss how we do that in our ever changing world. Aaron emphasized the need for us to move forward together and to continue taking steps that keep us relevant to our customers.

Next, we were fortunate to hear from Kristen Trebil, the new Director of Court Services. Kristen shared her background and experience, which includes time working with the Guardian Ad Litem program and serving as the Court Administrator in Carver County. Kristen shared her goal of wanting to make a difference in the world and society and how she relates that to the work that we do.

She is excited about her new role and her ability to make a difference in the lives of the staff and people that she serves. She talked about building on the OneCourt vision and also identified her five main themes for carrying that vision forward. They are innovation, collaboration and connection, leveraging strengths, transparency and courage. Kristen wants to hear your feedback! Please reach out to her if you have ideas or feel there are better ways we can do something.



Kristen Trebil

Our State Court Administrator, Jeff Shorba, spoke next. Jeff talked about three recent initiatives in the Branch including the results of the Statewide Access and Fairness Survey, The FY 20/21 Strategic Plan and the results of the OneCourtMN Culture Survey. He emphasized the responsibilities we have as public servants to improve service to our customers. These three initiatives tell us what customers expect, identify steps we are taking to meet their expectations and tells us if we are achieving success in meeting their expectations. As court leaders we are all responsible for helping improve our results. To recap a few, we learned that we had the highest score to date in the access category of customers being treated with respect, with 89% agreeing. Jeff also shared that statewide results showed the length of wait times is problematic for many customers. Suggestions to reduce the wait time are being reviewed. If your court is interested in piloting efforts, such as extending court hours outside of the normal business hours, please let Jeff know. Jeff also urged us, as leaders, to encourage staff to share ideas and input, so they can understand the bigger picture and help be part of our improvements. SCAO is working to build more engagement with judges and employees and with all of us working together, we can help our employees draw the connection between their work and the Judicial Branch strategic goals. To see Jeff's full PowerPoint presentation, visit the MACM app. You can also see Jeff's address by watching the video linked in [October's Branching Out](#).



Jeff Shorba



MACM Conference Opening Plenary

By: Kris Cunningham, Education Committee Chair
Washington County Deputy Court Administrator

The Challenge: Meeting Public Expectations of Courts Today and Tomorrow

Michael Buenger

Summary

Michael Buenger from the National Center for State Courts was the opening plenary speaker for the 2019 MACM Conference. He spoke about how the Courts need to interact with the world today and remain relevant and important in resolving disputes. He discussed the critical role of State Courts in the United States and how the caseload statistics for State Courts nationally is higher than 83 million compared to the 350,000 for Federal Courts, so one-third of the nation interacts with State Courts.

Michael then talked about how we need to stay relevant and re-iterated what Jeff Shorba mentioned about the need to move cases through the system quickly and discussed how we have several rules in place for how civil cases are scheduled right away and less than 5% of the cases actually go to trial. He also said that 60% of family cases have at least one unrepresented party.

Technology is key to remaining relevant and he explained that there are more cell phones than there are people in the world. The current six most valuable companies in the world are totally different companies than 20 years ago and they are all highly innovative and allow customers to access them conveniently. We often suffer from “to know us is to love us” however many people don’t actually know us unless they have the need to use us. So we can’t have the attitude of there is no place else to go to resolve your dispute because now there is. There are many private agencies available now for people to resolve civil disputes such as People’s Claim that allows for people to get a resolution on their dispute via on-line with no venue requirements.



Left to Right:
Kris Cunningham, Aaron Williamson,
Jeff Shorba and Michael Buenger

Annual Award Recipients for 2019

Coach/Mentor of the Year – Gena Jones
Administrative Manager for Washington County, Tenth Judicial District



Kris Cunningham and Gena Jones

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 2019 Coach/Mentor of the Year is Gena Jones, Court Administrative Manager for Washington County in the Tenth Judicial District.

In the words of those who nominated her: Gena is an experienced and trusted advisor who is very personable, approachable and knowledgeable. When people go to her with a problem, she listens with empathy and is always kind and encouraging. When you simply need to be heard, she listens. But when a situation calls for it, she springs into action.

Gena is always happy to share her knowledge in order to benefit others and the court, and throughout her time with the Branch she has found various ways of sharing her knowledge and expertise. For example, she has participated as a mentor in the Merging Minds Mentorship program for several years. She has also served on several statewide committees, ranging from eFS, MNCIS and eAppeals. These committees that Gena has served on have been instrumental in shaping the way our work is performed through the use of technology. Mentoring can sometimes be an overlooked requirement of a good manager but it is one of Gena's outstanding strengths! She mentors and encourages others to achieve their goals by providing excellent coaching. She is continually sought out as a resource for people in a variety of positions and has coached people through interview prep, resume feedback and continual focus on their long-term career goals. She is also a proponent of continuing education and encourages people to take advantage of the educational opportunities offered by the Judicial Branch.

Gena was nominated by Jodie Pfeffer on behalf of all Washington County Court Administration.

Congratulations Gena Jones as the 2019 recipient of the Coach/Mentor of the Year award!

Champion of Change – Angie Hutchins Deputy District Administrator, Third Judicial District



Angie Hutchins and Rhonda Williams

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 2019 champion of change award is Angie Hutchins, Third District Deputy District Administrator.

In the words of those who nominated her: Angie is exceptionally talented at fostering collaboration among court staff as well as supervisory and leadership personnel in order to promote innovation. She consistently embraces opportunities to maximize the use of technology.

In the past year Angie really stepped up to the plate by voluntarily taking on the project managerial duties and responsibilities, and for leading the development and implementation of the Third District's districtwide case processing vision.

She selflessly gave of her time, energy and talent to initiate and shepherd five case processing vision workgroups. Staff at all levels of the organization were enrolled and a part of the solution. Due to her leadership, direction and guidance, all workgroups developed their recommendations on time, and each milestone in the process was reached with the spirit of collaboration, cooperation, and teamwork. She has an uncanny ability to connect her technical knowledge with her workflow understanding, and then communicate that in an easy-to-understand manner.

Angie's strong empathy and developer skills result in her being patient, yet persistent in achieving results. She helped to remove barriers and to create a stable environment during the change process while creating a safe place for people to express themselves, generate common solutions and foster the change initiative being successful.

While many employees, supervisors and managers throughout the district were collectively responsible for the development of the Third District's districtwide case processing plan, this enormous change initiative would not be nearing implementation had it not been for Angie Hutchins' remarkable ability to lead people through change, and her ability to effectively organize people and activities to support this change initiative.

Angie's extensive technical knowledge, her deep understanding of how the organization operates, her ability to analyze and leverage others' strengths and skills to maximize and drive performance are all examples of why Angie is so deserving of this award.

Angie was nominated by: the Third District Administrative Team

Congratulations Angie Hutchins as the 2019 recipient of the Champion of Change award!

Distinguished Service Award – Monica Tschumper Wright County Court Administrator, Tenth Judicial District



Annette Fritz and Monica Tschumper

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 2019 Distinguished Service Award is Monica Tschumper, the Wright County Court Administrator in the Tenth Judicial District.

Monica has been with the Judicial Branch for 25 years. She started in 1994 as senior court clerk in Benton County. She spent eight years as a Court Operations Supervisor in Mille Lacs County and has been a Court Administrator since 2009; in Isanti County for six years and in Wright County since 2015.

She is a very active MACM member. She served two terms as the Second Vice President and Chairperson of the Education Committee, has been an Executive Officer and on the MACM Board of Directors since 2014 and is a current member on the Education Committee. In the words of the person who nominated her, "Monica is passionate about serving the Minnesota Courts and developing agendas that include top notch education to her fellow court leaders."

She contributes her time, talent and experience to the organization and the profession of court management for the benefit of all MACM members. Her leadership and dedication is distinguished through her volunteering and outreach. She has made significant contributions to the success of many MACM conferences by working with the conference venues, hotels and presenters to negotiate rates, contracts and details that have resulted in conservative and respectful use of public funds to help the organization develop leaders.



In addition to her work with the Education Committee, she is active with the Membership Services Committee, is faculty for the Institute for Court Management Case Flow Management class, serves on the annual court business conference planning committee and was the court administrator representative on the statewide eCourt Steering Committee from 2012-2017. All of these are examples of her commitment to the development of others.

She is a Fellow of the Institute for Court Management and shares her knowledge and experience with others in the court system to lead a successful court. She demonstrates leadership by improving the administrative of justice and has hosted law day events in Wright County to educate the community and stakeholders about the courts.

She is an amazing, dedicated court professional who has a distinguished record of service to the profession. Monica was nominated by Annette Fritz on behalf of the Tenth Judicial District.

Congratulations Monica Tschumper as the 2019 recipient of the Distinguished Service Award!

Lifetime Achievement Award – Sharon Schubert Kanabec County Court Administrator, Tenth Judicial District



Tracy Gullerud, Sharon Schubert and Amy Isaacson

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. The recipient of the 2019 Lifetime Achievement Award is Sharon Schubert the Court Administrator of Kanabec County in the Tenth Judicial District.

Sharon's career with the MN Judicial Branch began in 1982. She started in Stearns County as a clerk and then became a lead worker. Her knowledge, skills, and abilities were recognized when she was promoted to Court Operations Supervisor in Wright County in 1999. Then in 2015 her leadership abilities were again recognized when she became the Court Administrator of Kanabec County. She has been a member of MACM for the past 15 years.

Sharon has earned a high professional regard and the respect of other members in the profession. She loves Court Administration and her work reflects the mission and vision of the Judicial Branch. With her outgoing personality and contagious smile, Sharon has developed a network of friends and colleagues throughout the Tenth District, at State Court Administration, and across the State who can rely on each other for help when needed.

Sharon demonstrates diplomacy, advocacy, and a consistent professionalism when faced with challenges. She keeps her promises and remains true to herself and her profession. She believes in honesty above all else and anyone who knows Sharon know that she tells it like it is! She has a strong personality that never leaves a person guessing but also shows respect to everyone with whom she interacts.

She has been a member of many committees and is not afraid to share her opinions even when she appears to be the voice of the minority. She asks good questions and will pursue a definitive answer. At the State level she is a member of the Civil Process Advisory Workgroup. At the District level she is a member of many committees and has volunteered to serve as the co-chair of the Tenth District's Administrators Group for the last four years.

Sharon demonstrates outstanding leadership and give selflessly of their time and talent. She challenges employees to take the lead on projects while guiding them through the process and passing on her own skills and knowledge. Sharon believes in education, not only for herself but for all employees, giving them opportunities to grow and expand their knowledge. Through the years Sharon has mentored many new Court Operations Supervisors and court employees. She has taught them to recognize and appreciate the importance and dignity of the work they do and the effect of their performance on the lives of the people they serve.

When Sharon became the Kanabec County Court Administrator, she worked hard to understand the work processes and unique culture of a small county and to develop effective working relationships with partner agencies and her judge.

While employed in Stearns County, court staff including Sharon experienced two tragic and life changing events. The first was a shooting in the area outside the courtroom in 1987. On that day, Sharon had checked in a person at their front public service counter and was going to walk him and his paperwork down the hall to the courtroom. She had to take a telephone call and gave the individual directions to the courtroom instead and told him she would bring the paperwork down shortly. As the individual proceeded to the courtroom, he was shot multiple times by his ex-significant other. It is frightening to think what might have happened if it had not been for that intervening phone call.

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The second incident involved an explosion in 1998 caused by a gas leak during a construction project across the street from the courthouse which destroyed six buildings, killed four people, and left co-workers unable to work for over a year because they happened to go to lunch at one of the buildings that was destroyed.

Both events are imprinted on the minds of the court staff that experienced them and Sharon has often commented on the unbreakable bond that was formed between her and those other employees as a result of having gone through these experiences together.

No doubt, no one is surprised that Sharon is receiving this award except Sharon herself. She is not somebody who seeks recognition but she is very deserving of this award. Sharon was nominated by LuAnn Blegen, Tracy Gullerud, Krista Anderson and Amy Isaacson.

Congratulations Sharon Schubert as the 2019 recipient of the Lifetime Achievement Award.



Mary Dalbec (MACM Third Vice President), Monica Tschumper, Angie Hutchins, Sharon Schubert, Gena Jones and Aaron Williamson (MACM President)

Thank you Gold Vendors

A special thank you to our Gold Vendors who participated and supported MACM this year during our 2019 Conference Vendor Show on Thursday, September 26th.

Our 2019 Gold Vendors were:



BKV Group



CourtFunds



Hanwha Techwin America



Klein McCarthy Architects



Wold Architects and Engineers

You can find more information about the Gold Vendors by reviewing the [2019 Vendor Show Brochure](#) on our MACM [website](#).

Photos from the Vendor Show



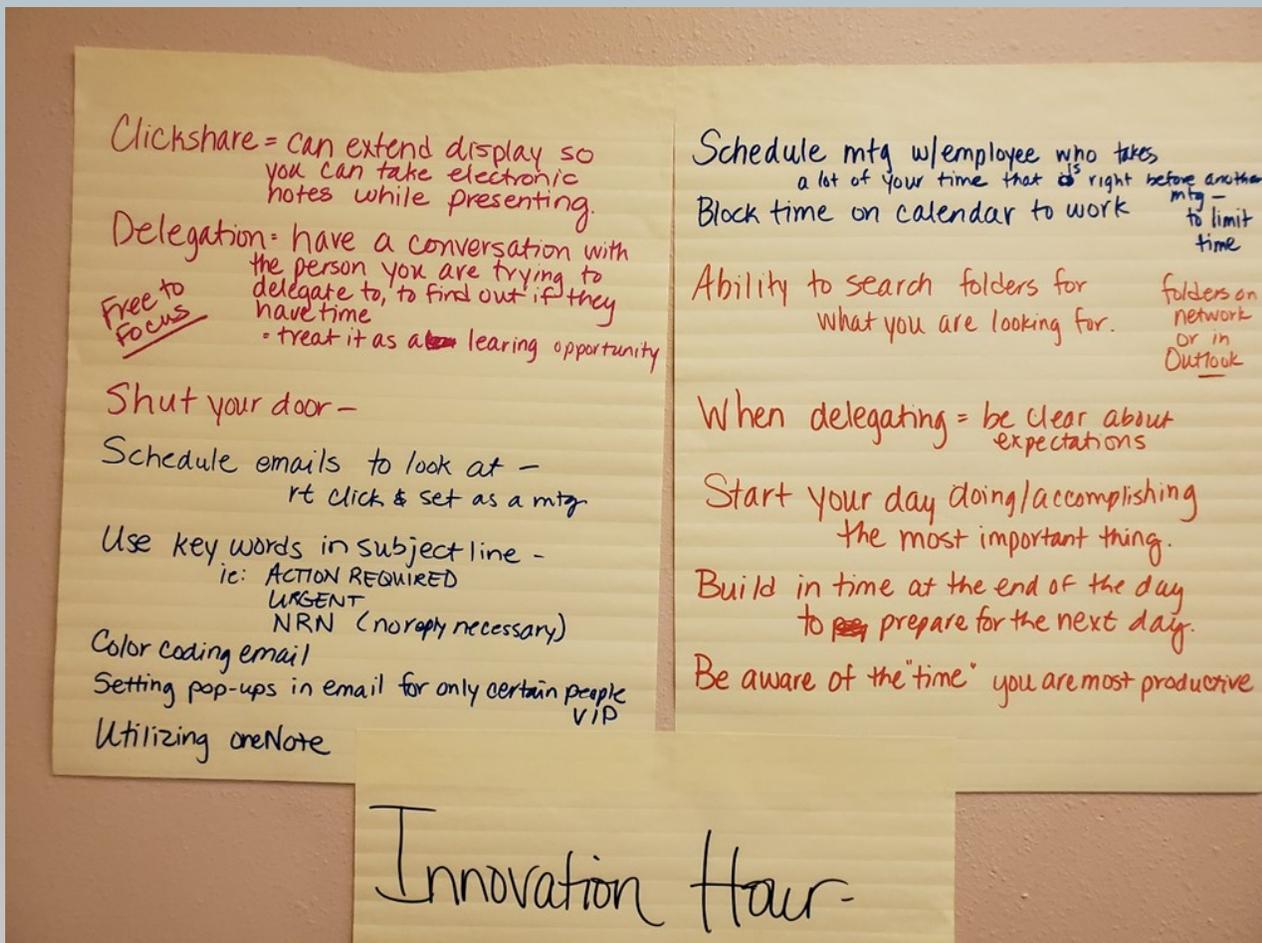
Innovation (H)our

New to the MACM conference this year was Innovation (H)our. Past survey responses asked for more networking opportunities. Innovation Hour provided the opportunity to do this while also providing valuable feedback to take back to our offices. As court leaders, we are leading every hour of every work day and OUR teams look to us as leaders for direction, guidance and support. This was a chance to brainstorm and collaborate with each other, share our skills and assist colleagues who are looking for ideas and support to resolve challenges in our leadership worlds.

The event was scheduled for 90 minutes and included 5 different topics including:

- ◆ Communication Skills
- ◆ Behavioral Health and Wellness
- ◆ Relationships at Work
- ◆ Time Management
- ◆ Personal Development and Development of Staff

Participants rotated to 3 of the 5 topics and talked in small groups. Facilitators introduced the topic and participants spent the remaining time brainstorming.



Below are some notes from the sessions:

Communication –

Stay curious, remember to ask questions to learn more from someone who may be rejecting a change or new idea.

When holding meetings by Skype, consider using the camera [sometimes] to create an in-person feel.

Talk with justice partners about time to disposition standards and other court initiatives to build connections and explore how they may be able to help with solutions.

Personal and Staff Development –

“Me Time”, establish up to 90 minutes each month for staff to have time away from the normal work area so that they have uninterrupted time to observe training videos in Cornerstone or Skillsoft, read Branching Out, the Source and other material that helps them do their job.

Report to and share with staff about what we are learning at conferences.

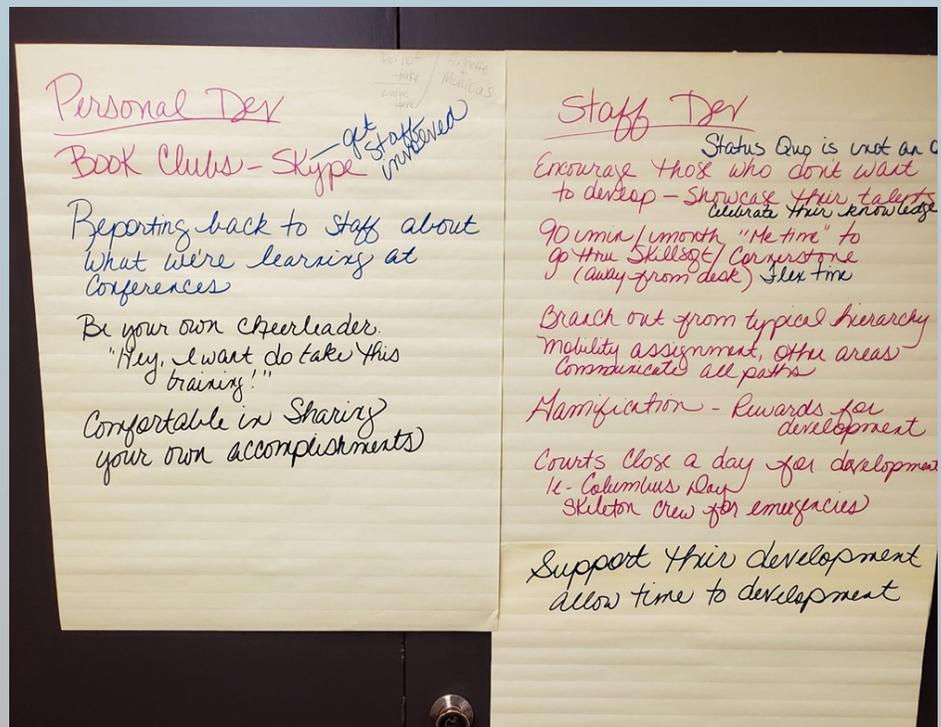
Time Management –

Build in time at the end of each day to prepare for the next day.

Schedule time to read email, right click and set as a meeting.

Use key words in the email subject line such as action required, urgent, NRN (no reply necessary)

Start your day doing / accomplishing the most important task of the day.



It's a Matter of Justice-Understanding Fetal Alcohol Spectrum Disorder (FASD)

Maya Tester, Assistant Hennepin County Attorney

Maya has 26 years of experience in the Court Room and has seen a lot of cases of FASD.

The University of MN is the largest research facility in the United States that has studied FASD and has shown that it effects all races and all classes of women whether they are college educated or not. Prenatal alcohol exposure is the leading cause of preventable permanent brain injury in the U.S. which has no cure and is 100% preventable.

1 in 20 first graders tested are affected by Fetal Alcohol Spectrum Disorder and it affects more infants each year than Spina Bifida, Down Syndrome and Muscular Dystrophy combined.

Research says 40% of pregnancies are unplanned and most women don't know they are pregnant until late in which they have already consumed unknown amounts of alcohol.

Alcohol is a sometimes a social norm, however research says it can be worse than cocaine or heroin use.

Not only do these children have learning disabilities and poor memory but they also show physical signs such as low body weight, hyperactive behavior, small head size and a thin upper lip to name a few.

7,000 babies are born each year with FASD and are 17 times more likely to come in contact with the Justice System. 60% are involved with the criminal justice system some time in their lives and 50% of them end up in jail or prison. The average age that kids start having trouble with the law is 13.

A screening has been developed and is highly recommended because if it detects FASD this information can reduce frustration & anger and it helps one identify the injury/disability so they can treat it and move forward.

Currently Canada is creating FASD Courts and Winnipeg has the newest court with a Fetal Alcohol Spectrum Program. Some Minnesota Courts are documenting in the notes portion of MNCIS that a FASD Condition exists or is a potential condition. Some have gone towards interventions with a mentor or a GAL.



Maya Tester

Now More than Ever: Why Diversity, Equity & Inclusion Work Requires Emotional Intelligence

Anne Phibbs, PhD

Anne spoke to the group on the benefits of diversity and how being around people who are different from us makes us more creative, more diligent, and harder-working. When you think someone might disagree, we perform better, as compared to when we feel everyone thinks the same.

The National Alliance on Mental Illness (NAMI) reports 1 in 5 Americans live with a mental health condition. Anne talked about how the views in the workplace are changing around disability and gender identity and why equity matters. She discussed various micro-aggressions and micro-inequities that occur in the workplace (visit www.microaggressions.com for more information) and how they are often never meant to hurt anyone; many acts are done with little conscious awareness of their meaning and effects to the other person. They may be a slow accumulation of events over one's lifetime.

The group viewed the Ted Talk video, "Are you Biased? I am.", that explained how our brains take short cuts and are unconsciously biased. This Ted Talk challenged us to "flip it and test it" to see if our reaction to a situation would still be the same (i.e., Cleveland Indians vs. Cleveland Caucasians).

Anne also talked about Emotional Intelligence (EQ) and how it is the ability to recognize, understand and manage our emotions. Two short videos were watched on empathy vs. sympathy and one on blame. Empathy is feeling with someone and is a choice. When something goes wrong, we typically look for someone to blame. Blame is a charge, and it is not accountability. Blame can cause us to miss the opportunity for empathy.

Anne challenged us to think about how we can check ourselves and work to shift the discomfort in the workplace to end micro-aggressions and implicit bias. Consider what your next steps can be as you develop your understanding of diversity, equity, and inclusion. What can you commit to do in one week? What can you commit to do in the coming year? How can you hold yourself accountable?

Additional information regarding this presenter and her presentation can be found on the MACM conference app.



Anne Phibbs, PhD

The Power Attitude, MACM Conference Closing Plenary

Tim Gabrielson

Tim Gabrielson speaker, author, and entertainer for over 25 years was the closing plenary speaker.

Tim's message: When things happen, how long do we let something bother us? What is inside of us? If things are bad, we get to choose our response. It's about perspective. Our issues are big in the moment.

Our brains process 40-60 bits of information per second, that's what allows us to drink coffee and walk at the same time. Eleven million bits of information are taken in per second by our brain. One thing can change the trajectory of the day. We are all energy – either positive or negative energy. Find the thing you can do to help people have a good day. Fill someone's bucket. Doing something kind fills your bucket, too. Those watching acts of kindness also get good energy.

Tim used magic to help the audience laugh, a lot... Thank you to Sharon Schubert and Mark Hoyne for participating, sharing your money and talent.

We don't know what people are going through – what is making their day a bad day. We all need someone to give us a smile, someone to make us happy. Give everyone a smile. Smile at everyone you meet to change lives.

Do not complain about the environment. Change the environment. Be the person that creates the positive attitude. Laughter is a gift.



Tim Gabrielson

Coaching for Improved Performance—Breakout

Deb Morse, Human Resources and Development Director & Martha Rosenquist, Fourth Judicial District HR Specialist

When have you been coached effectively? What made them effective? Think of yourself as a coach and when you effectively coached others? An effective coaching mindset is one that shows empathy, reflects, listens, is present, clarifies, individualizes, is open, is honest, creates mutual respect, and helps others move to action. Coaches have to be able to wear a different hat on a moment's notice.

We stepped through the qualities of 'reflective listening' and discussed where understanding might break down and why reflecting the person's feelings matters. If we move too quickly between the stages of reflective listening, we won't be effective. It's important to first acknowledge how the person is feeling and establish what that feeling is (i.e., shame, frustration, distrust, etc.) before we can move forward to fix or advise. Reflective listening is an effective skill to use when emotions are high. Reflective listening is by checking our intent and to seek first to understand before you are understood; to reflect the speaker's feeling; to recognize and name the feeling of the other person (i.e., "You feel..."); to inflect your voice downward (make a statement, not a question); and to repeat the process until you reach understanding.

The speakers covered the GROW model for coaching.

Clarify the **G**oal - define the goal clearly and evoke an emotional response (what do you want to achieve; what will be different when you achieve it; what is important about this for you?)

Understand **R**eality – explore the situation and context (what is happening now; who is involved; what is their outcome; what is likely to happen in the future?)

Explore **O**ptions – use open-ended questions to facilitate creative thinking (what could you do; what ideas can you bring from past successes; what haven't you tried yet?)

Determine the **W**ay Forward – use focused questions to facilitate agreement to specific actions and criteria for success (what will you do; when will you do it; who do you need to involve; when should you see results?)

We went on to discuss some key skills to use when handling a performance issue. You should expect resistance, allow it, use reflections, remain non-judgmental, don't argue, roll with it, emphasize the person's ability to choose, remember it is the other side of ambivalence, and recognize and affirm personal success. Make sure you get the facts first before talking with the employee, then move forward using the GROW model:

G – What is the specific performance goal?

R – Start by telling them what the performance issue is.

O – What options can accomplish this goal?

W – How will you and your employee move forward?

The participants had fun practicing these techniques with each other. Coaching for Improved Performance will be part of the Supervisory Spectrum program going forward.

Data Quality, FY20 CAPs Compliance Plan & CAPs End-to-End Process—Breakout

Maria Jost, CAPs Unit Supervisor; Anastasiya Nartovich, Data Quality Analyst; Peter Dyer, Second Judicial District Business Process Specialist; & Susan Swanson, Stearns County Court Operations Supervisor

There was discussion about who is involved in CAP development, what the CAP's unit does do and does not do. CAPS are created and revised due to rules and statute changes, process changes and systems changes. CAP's cannot always include the "do not's" in every court process.

The district court staff, project teams, Court Services, SCAO Legal, Audit, Finance and ITD are all involved in CAPs development. Valuable information is received from Service Now tickets, PAW representative feedback, testers, observing by CAPS/BPU and serving on workgroups/committees. CAPS enhance customer service and data quality. All of our work and dedication is very important in this process.

What can you do?

- ◆ Read Judicial Branch Procedure - 505.3a Data Quality and Integrity.
- ◆ Review Tips and Trends.
- ◆ Attend trainings in Cornerstone.
- ◆ Communicate with Document Security Oversight Team.
- ◆ Use and create "Service Now" tickets.
- ◆ Advocate for proper data quality practices.

The big take away is if you see something, say something!

Distracted Driving and Standardized Field Sobriety Tests and Consequences—Breakout

Lt. Don Marose, Minnesota State Patrol

Distracted Driving – bottom line - Pay Attention! National average shows 25% of all crashes are due to inattentive driving. On average, one person in Minnesota dies every day due to inattentive driving accidents. Voice command or single touch are OK but can still be distracting. Hand held is OK when there is immediate threat or if using radio communication (CB radio). For those under the age of 18 years of age – no use of cell phones at all! The first fine is \$50 + fees. The second offense is \$275 + fees. There are 3 types of distracted driving: visual – manual – cognitive. Reducing risks are as follows:

- ◆ adjusting mirrors and setting climate control before the start of driving,
- ◆ know where your lights, wipers, signals are located,
- ◆ avoid emotional and intense conversations,
- ◆ place work and paper distractions in the trunk.
- ◆ groom at home,
- ◆ pre-plan your route, and
- ◆ always pull over if needed.

It's up to you! Visit HandsFreeMN.org for more information.

Millions of drivers are charged with DWI in the United States annually. Drivers with .08 blood alcohol content (BAC) level cause 65% of fatalities. There are 26,000 DWI related arrests average annually in Minnesota. Ratio is 75% male and 25% female. Lt. Marose was a great speaker and had a wealth of knowledge. Contact info: don.marose@state.mn.us.

Fellows Program Presentations—Breakout

Lynn Wagner introduced the Fellows program and walked through the tracks to achieve Certified Court Manager and Certified Court Executive designations. Lynn further explained the steps to obtaining the Fellows designation and spoke highly of her experience in Williamsburg, VA, where she completed her fellows work. Lynn has saved all of the [Minnesota Fellows Projects/Papers](#) on the EOD SharePoint Site.

George Lock presented his fellowship thesis. He spoke of innovation in the courts and creating a culture of innovation within our Judicial Branch. As a part of George's fellowship work he used an assessment instrument for measuring culture. Knowledge of culture will inform leaders as they navigate towards change.

Alice Middendorf also presented her fellowship thesis. She spoke about change experiences occurring in recent years. At times Alice has seen low morale and frustration with keeping up. She learned how important our employees and stakeholders are to our courts and used surveys to support her fellowship thesis work. Alice identified the following staff needs;

- Training
- CAPs that are easy to understand
- Staff want to be heard
- Staff want to be informed

The Seventh District holds employee development days each December to help keep staff informed. Also, the Seventh's Chief Judge along with the Seventh's District Administrator visits each county to keep staff informed and heard. Alice encouraged more communication with justice partners through regular meetings.



From Drug Addict to Trailblazer: A Life Transformed—Breakout Porcia Baxter

In this session, Porcia Baxter shared her experience as a former methamphetamine addict.

It all began when Porcia was young. She was bullied in school as a biracial child. To top it off, she did not receive any support in school when she reported the bullying – not even from the school’s principal. It wasn’t until Porcia’s family moved and she transitioned to another school where she started to make friends. However, she was so concerned that she’d lose these friends she succumbed to adolescent peer pressure at school parties. Porcia began drinking as a young teen, and by the time high school rolled around, she was a full on alcoholic.

Porcia made it through high school with honors, but when she graduated to harder drugs and eventually meth, she lost control of her addictions. Over the next several years, she frequented places like hospitals, couches of family members, treatment centers, and courts – not only in Minnesota, but also New York and Florida. One day she received a letter in the mail asking her to appear in court for a meth possession charge, threatening up to 5 years in prison and a \$10,000 fine. That letter changed her life.

After her tenth stint in rehab, Porcia decided to make a final change: no more drugs and no more alcohol. She turned internally and also to her faith to make long-term life changes. Moreover, she explained how probation encouraged her to make right choices, how she was treated with dignity and respect by court staff, and how the system provided a roadmap for positive changes in her life. Her message was inspiring, and now, seven years sober, she emphasizes two things: change can be a good thing, and court staff can have a positive impact on the lives of those we assist.



Porcia Baxter

Implicit Bias through the Lens of Privilege—Breakout **Dana Bartocci, Fourth District Education and Organizational Development Manager; Shoree Ingram, Fourth District Diversity and Outreach Specialist**

The beginning of our mission of the Judicial Branch is “To Provide Justice.” To uphold this mission, we should make decisions and processes free from implicit bias. But how do we do that?

This course focused on the first step of identifying bias through learning about privileges. During this course, we engaged in an interactive exercise to explore and reflect upon personal differences in ourselves and others’ as an introduction to a larger discussion of implicit bias awareness and privilege and ways we can reduce biases.

Presenters, Dana Bartocci, Strategy and Development Manager for the Fourth Judicial District, and Shoree Ingram, the Fourth Judicial District’s first ever Diversity and Outreach Specialist, led us on a journey to explore our own biases which are shaped by our life experiences. They helped us understand that recognizing and talking about our biases heightens awareness of how those biases affect the way we interact with others. We learned that admitting our biases is hard but is necessary to addressing and reducing those biases.



Photo by [Jacek Dylag](#) on [Unsplash](#)

One Size Does Not Fit All: How Domestic Violence Best Practices Fit Your Court—Breakout

Hon. Judge Elizabeth Cutter, Fourth Judicial District and Melia Garza, Court Operations Analyst II

Domestic violence victims (intimate partner violence) come to the court in many ways. Our Problem Solving and Domestic Violence Courts engage judiciary and encourage stakeholder coordination. A long standing goal has been to improve victim safety, identify risk, improve information sharing, and provide an opportunity for evaluation and research. Courts across Minnesota strive for that every day.

Judge Cutter and Melia Garza traveled around Minnesota learning about the various domestic violence courts, policies and calendar sessions that have been implemented. With their findings, they authored "Domestic Violence Court Site Visit Report" that was published court wide in June 2019.

In this presentation, they reviewed their report and shared the finding that there is no single definition for Domestic Violence Courts. The main take away was that you do not need to have a dedicated Domestic Violence Court to do good work in this area. Courts across the state have diverse models, across case types including Criminal and Family. Most focus on offender accountability and victim safety. Collaboration between the court and various stakeholders leads to success across the state.

They also shared that research supports court-based responses to domestic violence. It improves victim services and victim satisfaction. Finally, their report provided information that court leadership can consider when working to implement a Domestic Violence Court or change processes or procedures to address any domestic violence issues you may see in your court.



Melia Garza

State and Federal Judiciary—What’s the Difference?—Breakout Kate Fogarty, United States District Court, District of Minnesota, Clerk of Court

Kate Fogarty is the Clerk of Court for the United States District Court (US DC)-District of Minnesota and former District Administrator for the 4th Judicial District. Kate provided an overview of the layout of the Federal District courts and how they are similar and different from state court.

Kate started with an overview of the judge model in the District of Minnesota. Minnesota is in the 8th Circuit and has courts in Duluth, Fergus Falls, Minneapolis and St. Paul. Minneapolis and St. Paul are where most cases are heard and the only courts with federally appointed judges. She explained that the federally appointed judges are called Article III Judges and they are appointed for life. Minnesota has 7 appointed judges at one time. In addition, at the age of 65 judges can choose to retire or hold a case load, both for full pay and full staff complement. Most choose to stay on, which means the District of Minnesota pays for them and has more judges to hear cases. The USDC also has Magistrate Judges, similar to referees, they can do everything up to hearing a case. District of Minnesota also has a chief judge who is appointed for 7 years, by seniority.

Kate then explained cases and how they are similar and different from State Court. In the United States District Court (USDC)-District of Minnesota there are 41 trials a year, compared to about 850 in the 4th District alone. Cases are assigned off a random wheel with a computer program, so any judge can have a case. Civil Filings are high, the highest in the 8th Circuit, and usually get settled. They have a lot pharmaceutical cases because of the amount of companies in Minnesota. Because Minnesota is known for its great judges, Minnesota is a top choice for Multi-District Litigation (MLD), where litigants can choose their venue. More MLD cases are helpful because funding for USDC is based on amount of filings on a weighted caseload formula.

Different from Civil Cases, Criminal Cases are only filed by indictment, so there are only a few that reach trial. There are around 400 defendants a year and trials last around 6 weeks, they are very complicated situations. They also have Problem Solving Courts, called Reentry Courts whose goal is to reduce recidivism. Minnesota also leads the way with the Minnesota Extremism Disengagement Program, to work with the high number of Jihadist and white supremacists, which is now a national model. In addition to cases, the Federal Bench oversees probation and pretrial, which is different from state courts.

Besides cases, outreach efforts are important in the USDC, both locally and nationally. They engage in outreach to educate people about the 3rd Branch of Government locally, but also nationally. Kate has been to Pakistan and Ukraine and said it was really interesting to learn from those courts.

The USDC also conducts Naturalization Ceremonies, which Kate said is the most rewarding part of her job. Last year they naturalized 12,000 new citizens in Minnesota. Usually they naturalize 1500 people at a time, all across the state in a welcoming atmosphere.

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Besides the Naturalization Ceremonies, Kate also likes the slower pace in the USDC and the ability to make changes with wages and budgets that are set locally. She explained the “perks” offered to employees and explained the different roles in the Federal Courts. On the flip side, she says the most frustrating part of this role is not owning the building they are in and having to expend a lot of energy and dollars to do basic repairs.

Kate shared her passion for public service and her drive. Even though state court and federal court have differences, the passion for justice is something we all share.

Town Hall—Breakout

Jeff Shorba, State Court Administrator and Sarah Lindahl-Pfeiffer, Fourth Judicial District Court Administrator

At the Town Hall Breakout Session there was much discussion about customers and how the State is looking to better address their wants and needs for shorter wait time with the same customer service. There was an open dialogue regarding the information being trickled down to the local Courts discussion about possible Town Halls in the districts with district administrators and what that could mean for staff feeling heard.

Finally there was a general consensus that staff and administrators feel the Judges need to be more informed regarding the one court vision. They need to be given the same information that Court Managers and Staff are given. There was follow up discussion on how this information sharing could be carried out to help the disconnect between the bench and Court Administration.

One last thought coming out of the Town Hall is the possible creation of a night court. If there is anyone interested in possibly piloting this, please let Jeff Shorba know; he would be interested in looking into this.

Winning with Strengths—Breakout

Julie Berg

“The ability to fly”, “the ability to heal”, and “the ability to time travel” were some of the answers given by the Winning with Strengths participants to the opening question, “If you could have any super-power, what would it be?” The premise of this breakout session is we’re at our best when we can leverage our strengths, our own super powers. Too often employers and leaders focus on what needs to be repaired, deficits, rather than the strengths we bring to the table. During this session, Ms. Berg expanded on the principles found in Strength Finders challenging leaders to not only find their strengths, but the strengths of their team members. According to Ms. Berg, an individual’s strengths are a combination of talents, knowledge, and skills. Strengths are the things that you love to do and that you’re good at.

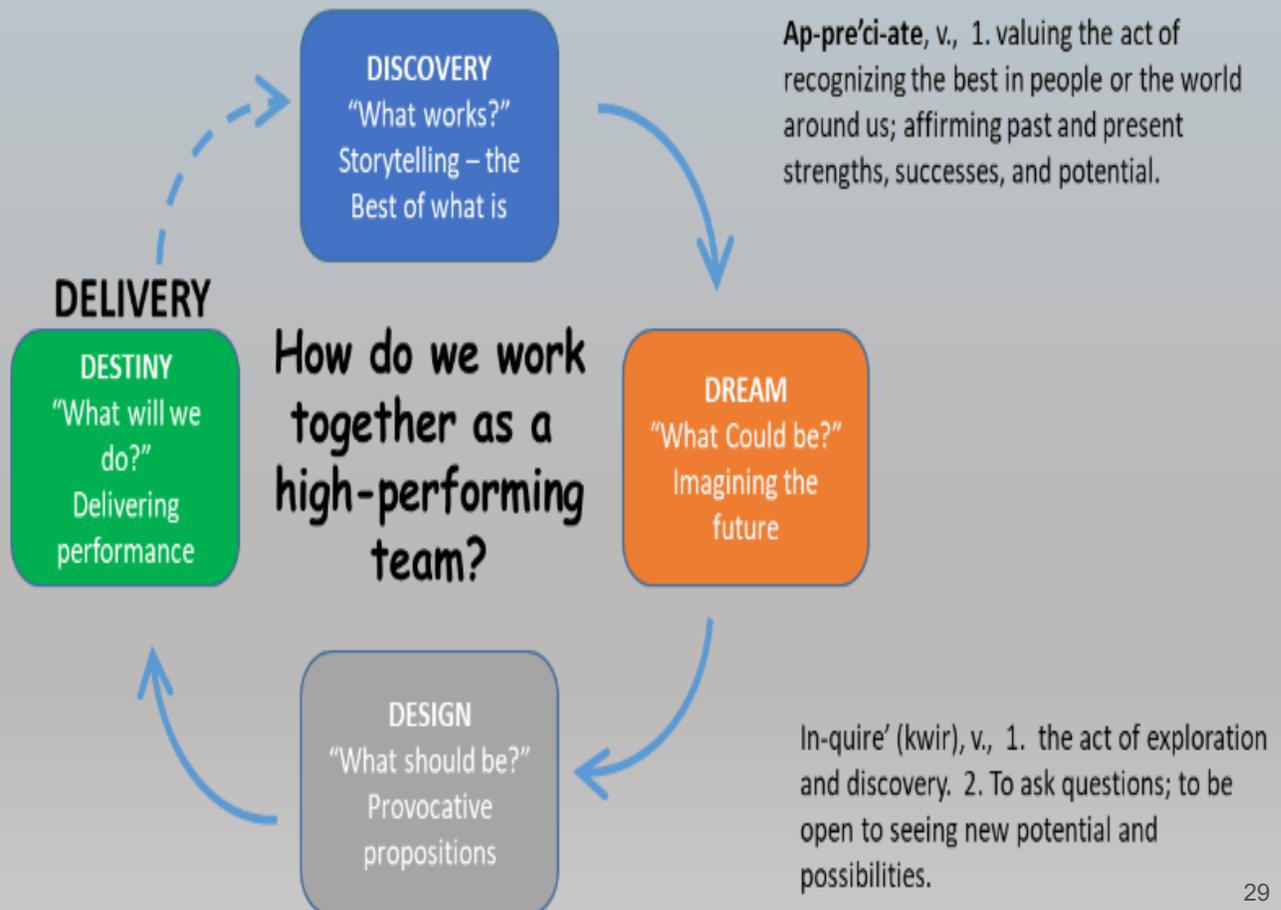
A process known as appreciative inquiry can help us (and others) find our strengths; the questions below can be used for self-discovery and to guide the conversation with others:

- What sort of things do you enjoy doing or look forward to at work?
- What makes for a really good day for you? What is the best day you can remember having at work?
- What would you describe as your most significant accomplishment?
- When you're at your best, what are you doing?
- What are you doing when you lose track of time?
- What have others told you you're really good at?

Once strengths are discovered, leaders need to work on nurturing them so individuals can perform at their very best. Ms. Berg emphasized that we gain energy and motivation when we “plug-in” to our strengths. This plugging in leads to higher performance and greater job satisfaction. People will grow the most in the areas of their greatest strengths and as they grow, they will become more of who they already are.

At the end of the session we were all asked to stand and strike our best Wonder Woman power pose, as we all have the energy to bring out the best in ourselves and others.

Highlighting Team Strengths



More Photos from the Conference



Business Meeting



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