



MACM MATTERS

Minnesota Association For Court Management

Winter 2022/2023

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President's Article: Into the Weeds

Greetings MACM Members!

I am so excited to begin another year as MACM President. The Executive Committee (MACM Officers, see below), our three committees, and others are busy working on our plans for 2023. Thank you all for your continued leadership and commitment to the profession of court management.



Pictured L to R: Angie Jonas, Megan Bergman, Aaron Williamson, Jennifer Miller, Meghan Knapp, Katie Bloch, Trisha Mernitz

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*Any MACM member may submit an article for the newsletter.
If interested, please contact Megan Bergman for more information.*

President's Article: Into the Weeds (continued)

As leaders, we hear a lot of about staying out of the weeds. We should see the big picture, how everything fits together, and look at a situation from that 30,000-foot view. These elements of strategy will help us make the best decision or develop the best protocols for our teams.

Yes, and . . .

Throughout my management experience, there are times when I feel at odds with the strategy of staying out of the weeds. Every so often diving into a process and understanding the details, greatly benefits us. It helps us understand the experiences of our staff or public and in turn aides the development of a new process or approach.

Recently, I implemented a new process with my team. As we worked to develop it, we took an important and beneficial step and dug a little deeper. We looked for concrete examples that led us to advance a well-rounded, comprehensive product. The details and specifics scenarios that we uncovered guided our strategy.

When presented with the [long-range roadmap](#) approved by the Judicial Council in August, I can't help but think about how these statements will require both a high-level and in the weeds strategy.

1. Improve the court experience for all.
2. Prioritize workplace wellness for all judicial officers and employees.
3. Promote access to treatment courts across Minnesota.
4. Cultivate a diverse, equitable, and inclusive court system.
5. Enhance support for self-represented litigants.

Some of our challenges in these areas cannot be resolved with only one approach. As leaders, we need to embrace the benefits of digging deeper and finding that well-rounded, comprehensive way to address these challenges within our own districts and counties. We cannot be afraid to get into the weeds a little bit to ensure we really understand the unique roots of these challenges throughout the state.

President's Article: Into the Weeds (continued)

One of the benefits of MACM as an organization is that it has continually shown me that we all face the same challenges across the state. We can look at these priorities through our OneCourtMN vision. We have the opportunity to find solutions to these challenges and make improvements across the state. We must also take the opportunity to dig a little deeper, understand the roots of these problems and find a well-rounded, comprehensive approach. By utilizing the diverse talent and resources of our management and staff, we must challenge ourselves to see these priorities from both a high-level and dive into the weeds. I am confident we have the subject matter experts within the branch to help us on this journey. We all work with them every day.

I hope you all have had an amazing winter and enjoy the spring to come!

Jennifer Miller

MACM President



MACM Membership Services Committee Update

***By: Megan Bergman, Committee Chair
Benton and Mille Lacs County Court Administrator***

We had the pleasure of planning another conference and this time in a new location! Rochester was a beautiful place to hold our MACM festivities. Not only were we able to offer a nearby conference center much like our Duluth conference space with the hotel within walking distance via skyway, but Rochester also hosted other nearby amenities such as shopping, entertainment, and dining options outside of conference hours. Another “comeback” this year was a local courthouse tour hosted by Hans Holland at the Olmstead County Courthouse which was located right across the street from the conference center! Thank you, Hans, for offering this well-received tour. We were also very excited to try out a new concept at our Vendor Show this year! Mini-golf stations were sponsored by eight of our MACM vendors and we had a fun time watching everyone else have fun with this interactive concept. It was a fun and engaging way to meet new people and chat with our vendors. We recognize that not all of us have the decision-making authority when it comes to most of their services, however, the vendors understand this and love to be present during this time. Their vendor registration fees help us to put on many of the extra activities that we offer throughout the conference. Thank you, vendors!



Membership services hosted another wonderful MACM awards banquet and honored five MACM awards to members on their contributions to Court Management efforts in Minnesota. It is important to remember that we ask for award nominations in the summer, and anyone can put forth a nomination of someone they feel fits any one of the MACM award categories. Twice a year, Membership Services also offer scholarship opportunities to those who are pursuing continuing education opportunities. MACM believes it is important to empower and encourage members to pursue continuing education and growth as judicial administration leaders. It brings us great joy to be able to assist financially to help our members pursue their educational goals in this way. Please be on the lookout for these scholarship opportunities each May and November.

From our 2021 conference in Duluth until our 2022 conference in Rochester, we have received 48 new members to MACM. We are encouraged by the new memberships and

MACM Membership Services Committee Update (continued)

welcome each and every one of you to this organization.

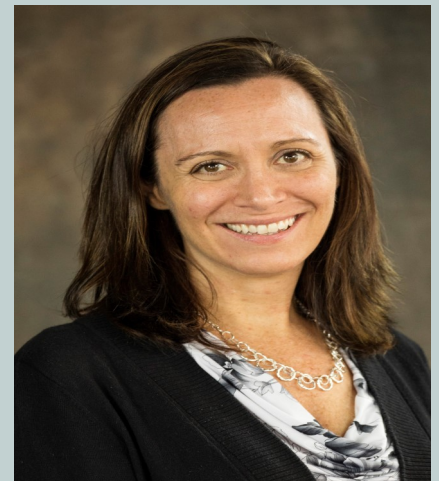
Lastly, I just wanted to say that I appreciate your patience and understanding as I take on my new role as your new Membership Services Committee Chair role. I truly love being a part of the Membership Services team aka “Fun Committee”! Our [Membership Service Committee](#) is a team of dedicated people across the State who work hard all year round to support our MACM Membership Services responsibilities. They are fun, innovative, caring, collaborative, and forward thinkers who are always trying to do their best to provide the best to you all. I appreciate each and every one of you! Thank you for this opportunity to guide our way into 2023 and beyond!

MACM Education Committee Update

By: Angie Jonas

Administrative Services Supervisor—Ramsey County

The annual 2022 MACM Conference was held October 12-14. This year approximately 229 members attended our conference held at the Mayo Civic Center in Rochester. The Mayo Civic Center provided us with plenty of space and the staff were great to work with. Thank you for completing the conference survey and sharing your thoughts on this year’s conference. For those of you who had issues with the Kahler Hotel, please know that all issues were shared with Kahler staff, and they sincerely apologize for all inconveniences. We were their first large group since the pandemic started and they were not quite finished with their current remodel. I believe that the feedback shared will allow them to continue to improve their operations and make any future stays more enjoyable.



Our conference theme this year was Destination: Conversations and Growth in Diversity, Equity, and Inclusion. The Education Committee worked hard to bring you speakers who empowered our members to engage in meaningful conversations and fostered both individual and branch-wide growth as it relates to DE&I. While I’m proud of the content the committee found for this year’s conference, we recognize that this is not a “one and done” topic. We have much room for growth and welcome feedback and suggestions on

Education Committee Update (continued)

how we can continue to improve.

The location for the 2023 annual conference has yet to be determined. Our schedule has us back in the metro area, but we are also considering some other locations as well. The Education Committee will be discussing the pros/cons of each location at the January meeting. Once a location is confirmed, a “save the date” will be sent. A request for conference proposals will also be sent out soon. Please use the proposal form to suggest any content for future conferences. If you no longer have the form, please feel free to send suggestions directly to me, or any other member of the Education Committee.

Please join me in thanking Kris Cunningham for her leadership and hard work as our past committee chair. Her two terms were definitely unique; she’s led us through a pandemic and our first virtual conference! It’s been an honor to serve as her vice-chair and learn from her. I’m hoping my term is less eventful.

As the new Education Committee chair, I have one initial request – while we love receiving feedback on the conference evaluation, we’d also love to welcome new members to our committee. We meet on the first Thursday of each month for approximately 1.5 hours. As we get closer to the conference, we may have subcommittees who handle specific tasks, such as conference food. If you have any interest in joining the Education Committee, please email me at angela.jonas@courts.state.mn.us. I’m happy to answer any questions you may have and/or send you a Zoom invite to observe a meeting.

Legislative and Outreach Committee Update

By: Trisha Mernitz

Court Operations Supervisor, Seventh Judicial District

The Legislative and Outreach Committee wishes to thank everyone who donated to this year’s charitable campaign. Together we were able to raise a total of \$3,325 for [The Landing MN](#), a non-profit organization based out of Rochester MN, with a goal of serving as a landing place for individuals facing homelessness, also providing assistance and connecting these individuals with resources in the community to help them work towards achieving security and stability in their lives.

Legislative and Outreach Committee Update (continued)

The organization started as a mobile outreach program in 2018 and has since expanded to provide a year-round day shelter, while continuing their mobile outreach to help as many people as possible. Funds raised for The Landing help them continue to offer medical care, showers, and meals in their day center, as well as continuing to offer their fully stocked mobile outreach store. The Landing is also working to purchase a new location for a permanent day center, which will be located about a block away from the Olmstead County Courthouse.

A special thanks to all our silent auction basket contributors, bidders, and winners! The baskets were once again a great success, raising \$1160 for The Landing! We hope to continue to bring the silent auction baskets to future conferences. On behalf of the Legislative and Outreach Committee, thank you again for your very generous donations and support!

2022 MACM Conference

DESTINATION:
CONVERSATIONS AND GROWTH IN DIVERSITY,
EQUITY, AND INCLUSION

MACM 2022



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State Court Administrators Address

By: Katie Bloch

State Court Administrator Jeff Shorba opened the annual MACM conference by presenting the 2022 State Court Administrator's award. This year, there were two recipients. The team recipient was the zoom practice session team comprised of members from the 6th, 7th, 8th, and 9th districts (Kelli Deasy, Nicole Korby, Chelsea Koranda, Jenny Schmidt, Kellie Hentges, Pam Norenberg, Julie Mackcow, and Kelcie Groth). This team was recognized for their innovative use of technology and proven dedication to the one court vision. The individual recipient was Megan Bergman, court administrator of Benton and Mille Lacs Counties in the 7th district. Megan was presented this year's award for her creative and innovative ability to foster wellness and a quality court workplace environment. Megan has implemented a multitude of team building opportunities for her counties, and continuously works to build a healthy and fun work environment for all she works with.

Following the presentation of awards, Jeff spoke to his milestone of the position of State Court Administrator for 10 years as of October 10th, 2022. He highlighted some of the major accomplishments of the Judicial Branch during his time. Some of which include e-court, reengineering, staff specialization, expanded services for SRL's, expansion of treatment courts, supporting of diversity, equity, and inclusion, pursuing the OneCourtMN vision, technological innovations such as MMG, MMC, benchworks and MCRO, and finally the COVID-19 pandemic response.

He then turned his focus towards the future of the Judicial Branch and what the future holds. Jeff plans to lead the branch to continue working on embracing remote hearings and technology. He plans to work to implement OHI's policies and continues to be committed to listening to our customers wants and needs. Jeff stressed the importance of thinking and planning so we can prepare for the challenges that will be coming. He noted that the Judicial Council laid out a 10-year roadmap for the branch in August of 2022. He indicated that JAD will be integral in its implementation. Some of the goals of the roadmap include improving court experiences for all, prioritizing workplace wellness for all, promoting access to treatment courts, cultivating a diverse, equitable, and inclusive court system, and enhancing support for SRL's. Jeff left the audience with a goal for managers, talk about these goals with your teams in the coming weeks. Bring them up to speed on what they can expect in their workplaces in the coming years.

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Five Minnesota Judicial Branch Employees Receive 2022 Minnesota Association for Court Management (MACM) Awards



Pictured L to R: Kaitlin Schwab (Sonja Kruger accepted on her behalf), Mary Dilla, Abby Gilmore, Meghan Knapp & Jeri Boetcher

Five Minnesota Judicial Branch employees were honored for their professional expertise and contributions to the teams and workplaces they serve at the recent [Minnesota Association for Court Management \(MACM\)](#) conference.

- Abby Gilmore, Wabasha County Court Administrator, Third Judicial District – Early Career Excellence Award
- Kaitlin Schwab, Court Operations Supervisor, Fifth Judicial District – Coach/Mentor of the Year Award
- Meghan Knapp, Accounting Manager, First Judicial District – Champion of Change Award
- Mary Dilla, Supervising Attorney, Fourth Judicial District – Distinguished Service Award
- Jeri Boetcher, Human Resources Manager, First Judicial District – Lifetime Achievement Award

2022 MACM Conference

Abby Gilmore, Wabasha County Court Administrator in the Third Judicial District, received the Early Career Excellence Award. The Award recognizes an individual who demonstrates achievement in the courts by obtaining a high level of knowledge in a short amount of time, is a valuable resource to others, and demonstrates outstanding leadership by considering stakeholders when making decisions.

Gilmore has served as the Wabasha County Court Administrator since April 2020. Her leadership and ability to work effectively with others help ensure high-quality, convenient, and consistent service. Gilmore is recognized as an exceptionally quick learner and strong communicator who builds cohesive, high-functioning staff teams and maintains collaborative relationships with justice partners. Her ability to build trust and willingness to take on new challenges was called upon when the Judicial Branch was developing a Minnesota Interpreter Scheduling Specialist Team. She helped lead the effort to create and implement this new statewide Team, which will produce greater efficiency, enhanced interpreter scheduler backup support, and more efficient and cost-effective use of employee interpreters.

Gilmore worked as a Court Operations Associate in Olmsted County from 2014 to 2016, and as a Lead Worker in Olmsted County from 2018 to 2020. She is a member of the Third District Administrative Team, the Innovative Leadership Workgroup, the River Region Workgroup, and the Talent Centric Workgroup.

Kaitlin Schwab, Court Operations Supervisor for the Fifth Judicial District Document Acceptance Team, was awarded the Coach/Mentor of the Year Award. The Award recognizes an individual who fosters trust while encouraging others to achieve their goals without thought of reciprocation.

During her three-and-a-half years as a Court Operations Supervisor, Schwab created a team of five full-time staff to manage document acceptance and support for local court administrations. She is recognized as a proactive leader and strong communicator with a keen eye for detail. Schwab strongly advocates for continuous improvement and has consistently identified ways to improve data quality, document security, and efficiency. Her willingness to help staff learn and grow in their jobs has fostered a motivated and productive team.

Schwab first joined the Minnesota Judicial Branch as a Court Operations Associate in 2015 before being promoted to her current position in 2019. She serves on the Statewide Document Security Oversight Team, is the secretary for the Fifth District Court Administrative Team, and is a member of the Minnesota Association for Court Management.

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Meghan Knapp, Accounting Manager for the First Judicial District, was honored as the Champion of Change. This award recognizes an individual who fosters collaboration to promote innovation by embracing opportunities to utilize technology and other resources to increase efficiencies and productivity in the workplace.

Knapp is a positive and persistent change advocate. Her diverse work background has been instrumental in designing and implementing efficient and effective financial processes for the First Judicial District and the Minnesota Judicial Branch. Knapp is recognized for her extensive knowledge of financial policies and procedures, her positive attitude, and her ability to keep staff well-informed on new processes and resources. Her commitment to achieving accuracy and instituting beneficial change has led to her serving in key roles on such teams as the eFinance pilot project, the Statewide Accounting Workgroup, the Management Database Workgroup, and the Senior Judge Electronic Timesheet Workgroup.

Knapp joined the Judicial Branch in 2008 as an Office Assistant and has served in various administrative and financial roles in the First Judicial District since 2011. She serves on the First District Administration Management Office Team and the First District Senior Administration Team. She is also a member of the Minnesota Association for Court Management, serving as treasurer.

Mary Dilla, Supervising Attorney in the Family Justice Center Self-Help Center in the Fourth Judicial District, received the Distinguished Service Award. The Award recognizes an individual with a record of outstanding service to the community and the courts, and demonstrates leadership by improving the administration of justice and delivery of public service through modern management techniques.

A 26-year employee of the Minnesota Judicial Branch, Dilla embodies outstanding service to the Fourth Judicial District and the Hennepin County community. She puts learning into action and consistently demonstrates a commitment to improving the administration of justice. Dilla has extensive legal and court-related knowledge and experience working in Family Court proceedings. With a focus on collaboration and problem-solving, she has worked to provide access to justice for self-represented litigants, streamline processes, address challenges, and help ensure a seamless experience for litigants, external stakeholders, judicial officers, and court staff.

Dilla has also strived to address larger issues impacting the community and take tangible steps toward meaningful improvements. She is a member of the Racial Equity Strategic Leadership Team in the Fourth Judicial District, and collaborates with the District's Diversity, Equity & Inclusion Office to bring together a community of leaders to guide the elevation, impact, and sustainability of work that advances racial equity in the Fourth Judicial District.

Recognized throughout her career for her insightful contributions to various committees and workgroups, Dilla has been involved in the Self-Help Center Collaborative Leadership Group, the Self-Help Center Workgroup, the National Self-Represented Litigation Network, and the Minnesota Association for Court Management. She has also served on the Family Court Enhancement Program, the Volunteer Lawyer's Network Family Law Committee, and Justice for Families.

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Jeri Boetcher, Human Resources Manager in the First Judicial District, received the 2022 Lifetime Achievement Award. The Award honors a recipient's many contributions to the court management profession and years of service to the Judicial Branch.

In her 35 years of service to the Minnesota Judicial Branch, Boetcher has been a visionary change agent and vigorous proponent of customer service. Her deep commitment to education, training, and a learning environment has helped create a legacy of people who will serve the public well for years to come. Boetcher goes above and beyond the requirements of her position to foster relationships, mentor staff, and recognize people for excellent work.

Boetcher is an Institute of Court Management Fellow, Certified Court Executive, and Certified Court Manager with the National Conference on State Courts. She is also a member of the National Association for Court Management, the Minnesota Association for Court Management, the State Human Resources Management Team, the State Education Committee, the State Classification Appeal Revenue Panel, the First District Senior Administration Team, the First District Administration Office Management Team, the First District Equal Justice Committee, the First District Teamsters CAT Labor Management Committee, and the First District Court Reporter Labor Management Committee.

About the Minnesota Association for Court Management

The Minnesota Association for Court Management (MACM) has more than 400 members who are court leaders throughout Minnesota. MACM is committed to enriching its members through professional growth and development opportunities, promoting advancements and innovation in court administration, and partnering with other professionals working to improve the justice system in Minnesota.

Human Trafficking in Minnesota

Detective Paul Kroshus, Woodbury Police Department

By: Lisa Braaten

Detective Kroshus is the 2017 recipient of the Tri-County Investigator of the Year. He is considered an expert in human trafficking and because of his efforts, it was said that we are far ahead of the curve in victim-centered trafficking investigations. During the breakout session, Detective Kroshus provided examples of cases within the state of Minnesota, bringing to light, how close we are to trafficking activity in the Midwest. He also provided information on how to spot trafficker and victim behaviors and the need to report the conduct when observed.

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Making a Difference Differently

Plenary Speaker Sara Christianson

By: Lisa Braaten

As Minnesotans, we consider ourselves blizzard-proof, in that we know winter is coming and we know that the weather will be changing. What we don't know is how (flurries, sleet, or white-out conditions) or when (October, November, or December). We just know it WILL happen.

No one anticipated a global pandemic. We have had to change the way we work; it does not look the same as it used to, nor does it feel the same. We are now working in a new, not-so-normal state. How we used to work is behind us and we will never be "normal" again. The pandemic taught people how to prioritize and live on less income. Having a flexible work schedule has become an important aspect when considering employment. Those that were able to afford to leave the work force have left. A large percentage of those that remain are considered "quiet quitters". Without options to manage work life with their home life, they are simply disengaged.

While not all of us work in Human Resources, we all work with people; and HR equals people. The only work we do that has not changed recently is the management of people. Supervisors and managers are key in bringing the quiet quitters back to engagement. In her discussion, Ms. Christianson reviewed the five primary principals of management and four predictors of top talent. These principals and more can be found in her book, *HR Leadershift; The Five Distinctions of a Strategic HR Leader*.

Navigating the Intersection of Talent, Culture and Performance

By: Monica Tschumper

Sara Christiansen talked about solutions leaders can use that drive alignment, engagement, personal accountability, collaboration, and performance. Sarah discussed practical evidence-based workplace culture strategies with the group, that are proven to have a significant impact on talent retention and performance. There was great discussion on current practices as well as changes Sara suggested, that could lead to higher performing teams.



Sara Christianson

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What's Happening in the Interpreter World

By: Sue Portugal

If you wanted to know anything about the Minnesota Judicial Branch's Interpreter Program the break-out sessions at the MACM Conference covered it all. Polly Ryan (Judicial Court Operations Analyst II – Interpreter Program), Abby Gilmore (Wabasha County Administrator) and Sara Russell (Supervisor Minnesota Interpreter Scheduler Specialist Team) collaborated on a lively presentation of this program. The break-out sessions covered how the audits of 2014 and 2021 brought changes to the interpreter program, how to generate reports in IRMA (Interpreter Resource Management Application), fun facts on interpreting and a demonstration on simultaneous interpreting.

The beginning of the presentation centered on the internal audit findings of 2014 and 2021. As a result of the findings, there were some changes made to the program. The changes included revising the payment policy, creating MISST (Minnesota Interpreter and Scheduling Specialist Team), and IRMA enhancements. The idea behind forming MISST was to utilize staff interpreters more efficiently and increase statewide consistency in how interpreter services are delivered. The Third Judicial District was selected to manage this unit. There are three phases identified for this unit: Phase I brought all the Interpreter Scheduling Specialist from across the state (except the Fourth Judicial District) on June 27th, 2022 to form the unit. Currently they are working on consistent procedures. Phase II will bring the staff interpreters, except the Fourth Judicial District staff interpreters, on October 24, 2022 to the unit. The final phase will be assessing the feasibility of bringing the Fourth Judicial District to the unit. There is no date scheduled for the last phase.

One of the IRMA enhancements gives access to all employees of the Minnesota Judicial Branch to generate reports in IRMA. The data is from 2019 through current and the reports are powered by BI (Business Intelligence by Microsoft). These reports can be personalized and are in real time. There are many possible reports that can be generated. For instance, a report to show how much is spent for interpreting for a specific language or how much cost is for travel for interpreters. If you would like assistance in generating reports in IRMA, contact Polly Ryan.

Also, during the presentation, Polly delivered a few fun facts regarding the Interpreter Program in Minnesota. Below are some of the fun facts:

- 135 different languages have been requested in Minnesota Courts in the last two years
- 45% of requested language for an interpreter is for Spanish
- There are over 33,000 interpreter events annually in Minnesota Courts

In closing, a video demonstrating simultaneous interpreting was shown in a Zoom environment. It was noted that simultaneous interpreting can be done in about half the time of consecutive interpreting, but not all interpreters have the skill to do simultaneous interpreting and if a party is on the phone, it cannot be done. If you have any questions regarding MISST or the Interpreter program, reach out to Polly, Abby or Sara. They are happy to assist.

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Radical Inclusivity

Plenary Speaker Daniel Shannon

By: Kris Cunningham, Chisago County Court Administrator

Daniel Shannon was the opening keynote speaker for the 2022 MACM Conference. He started with his “I am expression” which is a way to open up dynamics of what we are, and I heard several people throughout the conference refer to theirs. He told us one of the best things we can do is show up as ourselves and to create space for interaction commonality. It is also important to show up and model inclusive behaviors. He talked about how DE&I has become such a popular concept that it has the potential of losing its meaning. Equity is to ensure everyone has what they need to succeed, and inclusion is to create environments and teams to maximize contributions from where they sit, without comprising identity. He reminded us there is merit in the intentions of DEI. We all have some sort of privilege, but it is important to extend our privilege to others who have been marginalized. He concluded stating there is work to be done and it is not easy as there is not a blueprint but gave us some take aways, such as to listen as leaders and to act, to commit courageously and say what needs to be said and to lead from the front. His keynote was impactful and gave us all a lot to think about.



Practicing Radical Inclusivity

By: Megan Bergman

After an engaging and thought-provoking plenary session, Daniel Shannon’s breakout session was more informal, and participants were able to have a more discussion-like conversation with Daniel while digging into his presentation on Radical Inclusivity. Starting the session out by stating the objective of the session was to discuss the dimensions of identity and how they impact the world around us. Restating his “I am” statement, he added the first part that he did not include in his plenary talk. He dove into the “why” behind how he decides when and where to share his full “I am”

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statement. Discussing that your “I am” statement is not static and is always evolving as we grow and experience more of what life brings our way. He then broke down that depending upon your background you may deal with various levels of microaggressions throughout your life. He asked for people, if they felt comfortable, to share some of their experiences or microaggression scenarios with the group.

The group then spent time exploring and developing some beginning development of their own “I am” statements with some guidance from Daniel. Then, he encouraged us all to think about what it might be like if we embodied this in every space, we are in. Understanding our different dimensions of identity and how they impact the world around us and how we use our spectrum of humanity to show up each day and use those influences to be radically inclusive. In any organization, there may be DE&I specialists which is their job title, but it is everyone’s job to practice and pursue the objectives and grow and cultivate a space of belonging for all.

LGBTQIA-Intersectionality

By: Sarah Spencer

As part of DEI this year at our MACM conference we were fortunate to have a speaker that is one of our own, who has familiarity with a subject matter, that effects both their personal and professional life daily.

Shannon Townsend has found an energetic, and positive way to bring us on an exploratory journey that brings into focus our colorful realities within our culture and community.

By attending this session, it was an opportunity to expose ourselves to a community and to demonstrate compassion and empathy to understand how we can take responsibility to support intersectionality to the ever-evolving umbrella of acronyms to show support and build a brave space within our organization.

From Policy to Practice, Charting a Path for Hearings (OHI)

By: Becky Brandt

Presenters: Aaron Lauer, Kirsten Maiko, Kate Malmon, Suzanne Mateffy, and Wally Wallestad

The panel had a lively discussion session with attendees and shared their work from listening to justice partners, judges, and staff on how hearings should be held. The panel shared the work done with scripts and videos to help court users navigate zoom hearings and courtroom decorum.

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They also shared changes implemented after hearing from staff and judges on the challenges and issues with remote hearings versus in-person hearings, such as courtroom decorum.

The attendees participated in active exercises with the panel on what hearing types work well remotely or in-person, staff and judge preferences based on hearing type and calendar size. Attendees shared their experiences with unreliable broadband, lack of respect, courtroom decorum, responsibilities added to staff, and difficulty with in-court updating with criminal hearings. They also shared challenges with getting orders signed, the lack of natural breaks, court staff dealing with electronic communications by emails, chat, or Lync. and the additional work of sending out notices.

Attendees expressed their concerns with parties not taking their case serious for juvenile and CHIPS hearings. Positive and negative feedback was shared on judge preferences, collecting signatures and fingerprints, geographic issues, reduction in failure to appears, increase of pro se party involvement, business partners' ability cover more hearings, cost savings for law enforcement, and not having to clear calendars for the weather or a COVID exposure. The attendees and panel discussed experiences with remote staff and balancing team management. There were positive outcomes such as flexibility, retention, and team building.

State Court Administration is sharing and collecting information with the public on changes and remote hearings. The mission is to make remote hearings better by information collected and learned from the emerging issues.

Managing Workload Balance While Maximizing Employee Engagement

By: Lexie Huntington

Burnout has continuously been a factor in the workplace, but as of late it has been at the forefront for employers to find the best mechanisms to help their employees manage. Connie Gackstetter, Jessica Gadbaw, and Amanda Prohaska took this challenge to Minnesota Court Leaders and presented helpful materials for leaders to utilize in identifying and managing burnout for their employees. They presented information proving that what people value most and what makes individuals happiest in their jobs is: the social connection with coworkers, feeling a sense of purpose, and feeling that the work they complete is meaningful.

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Next, they presented the 3 stressors that most commonly lead to burnout: 1) Feeling overwhelmed 2) Feeling over-committed and 3) Not feeling adequately challenged. Each stressor was then examined to discuss where the cause might stem from and effective ways to overcome each feeling. For example, feeling overwhelmed might stem from: a lack of control, following status quo, or neglect. Some suggested ways to overcome feeling overwhelmed are: To separate one's self-worth from their work, reminding yourself that your job does not define who you are. Another helpful reminder was to focus on the things that you can control, and not the things outside of your control.

A helpful one-page handout was provided to all in attendance that broke down all 3 stressors and ways to overcome along with helpful links to templates. Overall, this was a helpful message and reminder during a time of stress for employees and managers, something everyone can bring back to their work roles and even personal lives when feeling overwhelmed, overcommitted, or under-challenged.

Residential Programming for Serious & Chronic Male Youth

By: Vanessa Jeske

Mr. Jim Schaffer, Associate Warden, and Mr. Adam Blaschko, Corrections Lieutenant, came to present [for the Minnesota Department of Corrections at the Red Wing juvenile facility. They both work](#) on designing programs services for serious and chronic juvenile males that adhere to the facility's therapeutic model. They work with the various program teams at the facility to ensure best practices and licensing requirements are maintained. Mr. Schaffer has a master's degree in Counseling and Physiological Services along with a Graduate Certificate in Chemical Dependency and is a licensed Drug and Alcohol Counselor. Mr. Blaschko has a Bachelor of Science degree in Criminal Justice-Corrections.

They work with adolescents in several settings, including inner city recreation centers, residential and community-based treatment centers, juvenile probation, community outreach programs, public schools, and county and state correctional facilities. They also train therapy and motivational interviewing which has been found beneficial to engage resistant clients in the treatment process.

What most don't realize is that they are a treatment facility that work with these young boys to overcome their addiction to chemicals or crime. They have classes to continue their education and get a degree. They teach them skills they may use once they get out such as, wood working, working with tools, etc. They also work with them on how to interview and create resumes.

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Once they graduate from the program, the facility helps the boys find jobs and after care if needed.

They welcome (even encourage) tours from all court entities, as there is often a misconception of what is done at this facility. You can contact the anytime for a tour @ Jim.Schaffer@state.mn.us. They also take donations over the holidays, often families do not visit and in some cases they may have children of their own that they can't afford to buy gifts for.

Beyond Grit: Embracing Passion and Perseverance to Gain the High-Performance Edge **Plenary Speaker Dr. Cindra Kamphoff**

By: Megan Bergman

In Dr. Cindra Kamphoff's plenary presentation we learned many ways we can gain an edge in becoming a higher performer through grit and mindset. Cindra truly believes that our mindset helps us thrive, not just survive. When you start digging into what your potential could possibly be she reminds us of this important factor. Your potential is unlimited and endless. If our potential is unlimited and endless, what are some of the factors that can get in the way of us reaching our potential? Self-doubt, our own limitations that we create, fear, time, money, and many more. She asked us to consider the following equation.

High Performance = Your Potential – Inner limitations (fear, doubt, lack of confidence, etc.)

Expanding on her belief that our potential is endless, she discusses that grit is passion, perseverance, and purpose towards our future and is the number one predictor of our own success. It is something that we are not born with like blue eyes or dark hair. You must develop it. She told us the story of Minnesota Vikings player Adam Thielen, with her help was able to overcome a rough game by being gritty. Instead of holding onto a long-term memory file cabinet of our negative experiences, she empowered us to: Catalog a long-term memory of our successes and a short-term memory of our failures. The point being? Move on quickly. She showed us the "Learn, Burn, and Return" method. During the Burn phase, you let the negative experience or failure go. Usually with a cue, phrase, or action. In Adam Thielen's situation, he was having a tough game. When he came off the field after a particularly bad play, he made a motion with his hand. When he went in next, he had a most amazing accomplishment during his next play!

When asked by a reporter what the motion was and why, he stated that he was making a flushing gesture. He flushed the bad play down the toilet and moved on. And it worked!

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Cindra went even further about those kinds of experiences. Not only can you move on quickly, but you can change the meaning of bad experiences. She asked us to think in this way. What if everything happened FOR you, not to you? She called these moments, growth moments. Everything we experience, we can change into what can we learn from the experience. Not what has it done to us. She encouraged us all to remember our “why”. Your “why” makes everything so much more meaningful. Why do you do it?

Once you know your why, communicate it, use it to make informed decisions, and remind yourself daily of your why. And then begin working on dominating the controllable using the APE method. Attitude and Attention. Preparation and Passion. Effort and Energy. You can control all these factors in your day-to-day journey of becoming a higher performer.

Finally, she left us with two important concepts. First, choose courage over comfort. Choose things that are uncomfortable. As Eleanor Roosevelt said, “Do one thing every day that scares you.” And second, stop the ANTS. Automatic Negative Thoughts. Change your brain; change your life. Stop the Ants.

Be brave my friends.



Dr. Cindra Kamphoff

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Understanding and Working with Tribal Communities and Indian Child Welfare Act

By: Jeri Boetcher

Judge Jamie Cork, District Court Judge from the First Judicial District, presented “Understanding and Working with Tribal Communities and the Indian Child Welfare Act. Judge Cork began by sharing information about the history of Federal Indian Policy, the conditions created and the reality of life during the time dating back to the mid-1800s. She shared additional information on the land acquisition in the United States, the Boarding School experience in Minnesota and the Adoption Project.



The enactment of ICWA included the following goals:

- 1) To prevent the break-up of Indian families;
- 2) To protect the best interests of Indian children; and
- 3) To promote the continued existence of Indian Tribes.

The enactment of MIFPA, identified the following policy and goals:

- 1) Indian children are the future of Indian tribes and are vital to their very existence;
- 2) To protect the long-term interests (as defined by tribes) of Indian children, families, & tribes;
- 3) To preserve the Indian family and tribal identity, including the understanding that Indian children are damaged if family and child tribal identity are denied.

The Minnesota Tribal State Agreement (TSA) between DHS and the 11 federally recognized MN Tribes was signed in 1998 and revised in 2007. This Agreement directs how child custody cases involving Indian children should be processed in State courts, including best practices. Judge Cork provided information to better understand and defined “Indian Child,” “Indian Child’s Parent,” “Child’s Indian Custodian,” and Indian Child’s Tribe.” The session concluded with information on when ICWA applies in Minnesota, proceedings where ICWA does not apply, and court administration’s responsibilities in ICWA cases (such as notices.) Throughout the presentations Judge Cork shared a couple impactful videos that added to her knowledge about and passion for this work. For additional information on ICWA or this presentation, participants are welcome to contact Judge Cork at Jamie.Cork@courts.state.mn.us.

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