

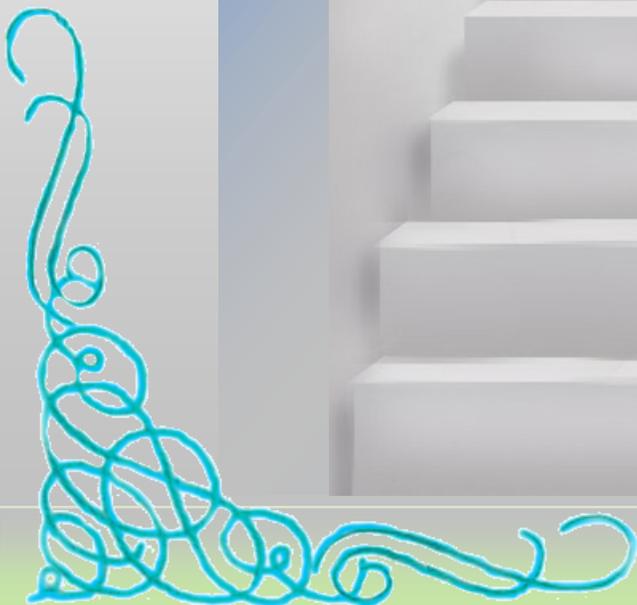
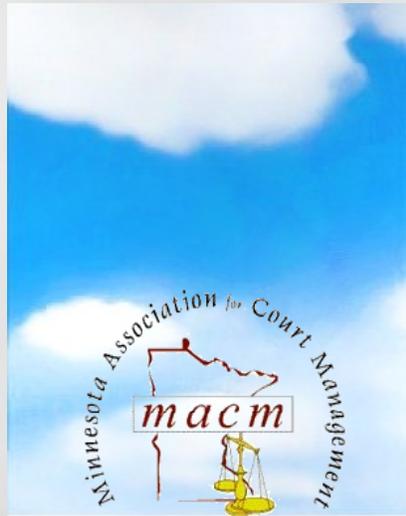
**Minnesota Association for
Court Management**
2012 Annual Conference



TOGETHER INTO THE FUTURE

A NEW ERA OF INNOVATION

Draft



 **Holiday Inn**

200 West 1st Street
Duluth, MN



TOGETHER INTO THE FUTURE

A NEW ERA OF INNOVATION



Wednesday, October 10, 2012

9:00 a.m. Registration

**10:00 a.m. Welcome and Introduction to the
New State Court Administrator, Jeff Shorba**

**10:30 a.m. Park, Neutral or Forward - - What's the Direction of Your
Workforce Motivation?**
Ted Schick, Schick Corporate Learning

12:00 p.m. Lunch and Recognition of Sue Dosal

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Breakout Sessions

COURSE TITLE	1:00 - 2:30 p.m.	2:30 - 3:00 p.m.	3:00 - 4:30 p.m.
eCourtMN Administration Processes Explained (CAPs)		Break	
Expungements and Collateral Damage		Break	
Jury Trials, Voir Dire & Grand Juries		Break	
Performance Management Calibration		Break	

5:00 p.m. Social Hour and Murder Mystery Dinner





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Thursday, October 11, 2012

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7:30 a.m. Continental Breakfast

8:00 a.m. eCourtsMN Plenary
James E. McMillan, Principal Court Management Consultant, NCSC
Panel Members from eCourtsMN Teams

9:30 a.m. Break

Facilitated Groups	10:00 to 11:30 a.m.
Criminal	
Civil	
Family/Juvenile	
Multi-County Court Administration	
Managing Employees and Staffing	
Internal Audit/Risk Assessment	
eCourtMN	

11:30 a.m. Lunch and MACM Awards Ceremony

Breakout Sessions

COURSE TITLE	1:00 - 2:30 p.m.	2:30 - 3:00 p.m.	3:00 - 4:30 p.m.
Conservator Accounting Auditing Program (CAAP)		Break	
Criminal Justice Data Integrations: An Example from Northern Minnesota		Break	
Appellate Courts and eCourtMN		Break	
Managing the Unknown - The Impact of Implicit Bias on Fairness		Break	

4:30 p.m. Vendor Show



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Friday, October 12, 2012



7:30 a.m. Breakfast Buffet

8:00 a.m. MACM Business Meeting

9:00 a.m. MACM Group Picture and Break

10:00 a.m. Personal Excellence: Everyone wins when we are at our best!
Keith Nord, Motivational Speaker

12:00 p.m. Conference Ends (Lunch on your own)



ACCREDITATION



The Minnesota Association for Court Management provides a certificate for the total number of hours of continuing management educational (CME's) attended during an annual conference. Please completed the CME form in your materials and submit to Peggy Gentles or Connie Gackstetter.

TOTAL EDUCATIONS HOURS AVAILABLE = 12.00



Park Neutral or Forward -- What's the Direction of Your Workforce Motivation?

Ted Schick, Schick Corporate Learning

This course takes a fun, practical look at motivation and what truly motivates our team members. Are they motivated extrinsically, intrinsically or both? And is money the ultimate motivator? There is a little argument that people own their own motivation but as leaders, there are definite steps we can take to get the most from our talent and maximize their performance – from feedback to challenge to purposeful work and recognition-- sound advice we put into action today!



Ted Schick resides in Esko, MN, and is a corporate trainer, professional speaker and consultant with his own business, Schick Corporate Learning.

A retired naval officer who rose up from the enlisted ranks, Ted has over 30 years experience leading people. With over 20 years in teaching, Ted holds a BA Business from the University of Wisconsin, Madison, a teaching certificate from Bemidji State University, and Master of Education from the University of Minnesota, Duluth.

Ted is a Board member and past president of the Lake Superior Chapter of the American Society of Training and Development (ASTD) located in Duluth, MN.

Ted's active in his community with Mentor Duluth, Spirit Mountain Ski Patrol, local animal humane societies, as well as Cloquet Rotary. In his "spare" time, he has been a stand-up comedian, teaches boot camp fitness classes throughout the Twin Ports and is an accomplished triathlete.



eCourtMN Court Administration Processes Explained

Anita Hupfer, Court Operations Analyst, State Court Administration

Ann Peterson, Court Operations Analyst, State Court Administration

This session will provide an overview of the eCourtMN Court Administration Processes (CAPs).

CAPs bring together applicable law, rules, and policies to provide step-by-step instructions for court administrators and their staff. The eCourtMN CAPS incorporate the new perspectives created by electronic recordkeeping (imaging and eFiling) as well as process options for consideration in order to accommodate local relationships with business partners and the general public.



Expungements and Collateral Damage

Emily Baxter, Director of Public Policy & Advocacy, Council on Crime and Justice

Lindsay W. Davis, Attorney at Law, Saint Paul, Minnesota

One in four Minnesotans has a criminal record. A record that may prevent them from finding safe and affordable housing, gainful employment, pursuing higher education or a fulfilling career, or being able to adequately provide for themselves and their families. This record could be as seemingly insignificant as a minor infraction or an arrest that did not result in a criminal charge – yet a record that nevertheless can profoundly impact one’s ability to move forward in life. Sometimes, difficulties can be assuaged through expungements or pardons; sometimes simply understanding the record can help individuals better advocate for themselves.

Join us as we discuss how we as a nation and as a state got into the mess we’re in, from substantial increases in criminalization, incarceration, and probation over the last several decades, to how the indelible nature of the internet has changed the basics notions of second chances.

This talk will also include important expungement case updates that alter court forms and increase petition filings.

Lindsay W. Davis is an attorney in Saint Paul, Minnesota. Her practice focuses on criminal expungement and employment license disqualification cases. Before opening her own practice, Lindsay was a staff attorney at the Saint Paul office of Southern Minnesota Regional Legal Services, Inc., (S.M.R.L.S.) for six years, focusing on re-entry issues and government benefits work. She is an adjunct faculty member at the Hamline University School of Law Health Law Clinic, where she teaches students about DHS disqualification cases. Ms. Davis submitted amicus briefs on behalf of S.M.R.L.S. in two recent Minnesota Supreme Court expungement cases, *State v. S.L.H* and *In the Matter of the Welfare of J.J.P.*

Emily Baxter is the Director of Public Policy and Advocacy at the Council on Crime and Justice. In this role, Emily is responsible for the development and implementation of the Council’s public policy agenda, services for individuals with criminal records, and education of employers to promote the hiring of individuals with criminal records. Emily focuses on the profound impact criminal and juvenile records can have on individuals, and recently submitted an amicus brief in the Minnesota Supreme Court expungement case, *In the Matter of the Welfare of J.J.P.* Before joining the Council, Emily worked as an assistant public defender, representing indigent members of the Leech Lake and White Earth Bands of Ojibwe charged in State court. Emily is a 2011-2015 Bush Leadership Fellow.



Jury Trials, Voir Dire, & Grand Juries

Judge Alan Pendleton, 10th Judicial District Court

This session will provide an overview of the legal requirements of jury trials and grand juries. The presenter is the author of the “Minnesota Judicial Training Updates” which provides concise, accessible information for judges and other members of the legal community. Participants can expect to gain further appreciation for the importance of juries in the Minnesota court system and court managers’ roles.



Performance Management Calibration

Deb Morse, Human Resources Manager, Fourth Judicial District Court

Susan Love, Judicial Education & Development Manager, Fourth Judicial District Court

Every student remembers how different teachers' grading standards were: Some were hard graders, some were easy graders, and some were in the middle. The workplace is often no different. Some managers are hard raters of performance, some easy and some are in the middle. According to a study conducted by Personnel Decisions International (PDI), employees rated outstanding by one manager were rated lower by a different manager in the same organization 62 percent of the time. That type of disparity can have negative implications for employees and organizations. Similar performance rated differently from manager to manager may impact compensation, professional development opportunities and advancement opportunities.

Building on the 2011 MACM Summer Conference workshop, “*Balanced Performance Management*” by David Farrar, this session will introduce attendees to the Performance Calibration Meeting (PCM), discuss its benefits to managers/supervisors (as well as employees), and provide tools and guidelines for PCM implementation. Join us to find out more about how PCMs provide managers/supervisors with support in engaging in candid conversations with direct reports, the ability to gauge employee performance competencies that may need strengthening, and the method to ensure all employees will be evaluated on the same criteria and standards--no matter where they work or to whom they report.



Deb Morse, Human Resources Manager with the Fourth Judicial District Court in Minneapolis, Minnesota, has worked in the judicial branch since 1998. She has held various positions in District Court Administration and Human Resources. She has been in her current role, Human Resources Manager, since 2008. Deb holds a Bachelor of Arts Degree in Psychology from the University of Minnesota. She is certified to facilitate InsideOut Coaching, 7 Habits of Highly Effective People, Leading at the Speed of Trust, MBTI, and is a certified Center for Creative Leadership Benchmark facilitator. She has also led classes in mentoring, performance management, and customer service.

Susan Love, is the Judicial Education and Development Manager with the Fourth Judicial District Court in Minneapolis, Minnesota. She has 16 years of supervisory and management experience in the court system working for the County Attorney's Office, Public Defender's Office and the Court. Since joining the Fourth Judicial District Court in 2001, Susan has managed Civil Filing, Housing Court, Probate/Mental Health Court, the Hearing Office and Traffic Violations Bureau. Susan has a Bachelor's degree in Organizational Leadership from Bethel University where she graduated with high honors, and attended the Minnesota School of Business for Legal Office Administration. She has served as the Minnesota Association of Court Management's Education Chair (2 years) and President (4 years) and is certified to facilitate: Leading at the Speed of Trust, Working at the Speed of Trust, 7 Habits of Highly Effective People, The Five Choices to Extraordinary Productivity, Myers-Briggs Personality Assessment, and is a certified Center for Creative Leadership Benchmark facilitator. She has also led classes in the Thomas Kilmann Conflict Mode Instrument, court ethics, and balanced performance management.





eCourtMN – Plenary Presentation

*James E. McMillan, Principal Court Management Consultant, National Center for State Courts
Panel members from eCourtMN Teams*

This session will address changes in the world of technology and the mindset of 24/7 and technology trends in the courts from a national perspective. Presenters will discuss how technology applications for operational processes are helping to make courts more efficient. We also will hear from panel members close to the eCourtMN projects about their experiences and plans.

James E. McMillan joined the National Center for State Courts in October, 1990 and currently serves as a Principal Court Management Consultant. McMillan is senior faculty for the Institute for Court Management, and has provided technical assistance for trial and appellate courts and administrative offices in all 50 states in the USA. Notable consulting projects include the United States Supreme Court, Arkansas, and Massachusetts Supreme Court, and statewide court automation projects with, Delaware, Maine, New Jersey, South Carolina, Rhode Island and Vermont. He has also created the architectural concepts for the Orange County, Florida ICJIS project. Internationally, McMillan has provided consulting expertise to courts in Bosnia & Herzegovina, Bahamas, Croatia, Egypt, Indonesia, Kosovo, Trinidad & Tobago, Serbia, South Africa, Ukraine, Russia, the United Nations International Criminal Tribunal, and others. As Director of the Court Technology Laboratory project for eleven years he was the co-recipient of the Howell Heflin Outstanding Project Award from the State Justice Institute. He was the founder of the E-Courts Conference and a co-founder of Courtroom 21 with the College of William and Mary School of Law. Prior to joining the NCSC he was the first Information Technology Director for the Arizona Administrative Office of the Courts. He is editor of the Court Technology Bulletin blog and is co-author of A Guidebook for Electronic Court Filing and a contributing author to Caseflow Management: the Heart of Court Management in the New Millennium and E-Justice: Using Information Communication Technologies in the Court System. McMillan received his BA in government from New Mexico State University and an MPA with a specialization in judicial administration from the University of Southern California.





Thursday, October 11, 2012

Facilitated Discussion Groups

Criminal, Civil, Family/Juvenile, Criminal, Multi-County Court Administration, Managing Employees and Staffing, Internal Audit/Risk Assessment, eCourtMN

Here is your opportunity to share with others who work in similar areas or learn about some area of the courts that you have been curious about but afraid to venture into. These groups will be very informal discussions with guidance by the above-named facilitators if needed. Come prepared to share and learn from others because the goal of these groups is to pen up a dialogue focused on what you, the conference attendee, want to discuss and get answers to. These are excellent opportunities to contact, network, and find new sources of knowledge to tap into for assistance in your daily work.



Conservator Account Auditing Program (CAAP)

Cate Boyka, Program Manager, CAAP

Sherilyn Hubert, Information Technology Specialist, 10th Judicial District

This session will provide an introduction to the Conservator Account Auditing Program. Program manager will discuss the implementation thus far as well as anticipated enhancements. Auditing program results to date will be presented.



Criminal Justice Data Integrations: An Example from Northeastern Minnesota

Stacey Andrews, Court Business Coordinator, 6th Judicial District

Linda Emeott, Manager, Integration Competency Center, State Court Administration

Angie VanDeHey, Director of Education Services, NEMESIS

Demand is increasing to share data electronically, including MNCIS data, between local and state criminal justice agencies. The NEMESIS group based in Duluth offers a case study of a project to integrate data across agencies including data from MNCIS. Presenters will offer perspectives from the local criminal justice agencies, the local Court Business Coordinator, and an expert in sharing of MNCIS data with other systems.



Appellate Courts and eCourtMN

Tracey Anderson, 1st Judicial District

Doris Karlisch, QA Analyst, State Court Administration

With the courts movement towards eCourtMN, how cases are being sent to the Appellate Courts is electrifying. Learn how pilot counties are using the MNCIS Odyssey Appeals tab to create an electronic appeals record of a case and how this feature integrates with the Appellate Courts.



Managing the Unknown - The Impact of Implicit Bias on Fairness

Honorable Tanya Bransford, Fourth Judicial District Court

Connie Gackstetter, HR Education & Organization Development Manager, State Court Administration

Managers have a number of daunting tasks that they somehow address through knowledge, creativity and often sheer determination. The cornerstone of the Courts – Access and Fairness – is challenged by the unknowable. Despite our best intentions, neuroscientists have shown that we have implicit biases, influential attitudes or stereotypes that we are unaware of and that unknowingly affect our perspective and subsequent behavior toward certain groups. In fact, they are often attitudes that we might not endorse once they were brought to our attention. This session will explore the what, why and what next of implicit bias to help us do our best to maintain fairness and access through changing demographics, evolving systems and the transformed work of the courts.

Judge Tanya M. Bransford serves as a District Court Judge within Minnesota's Fourth Judicial District where she was first appointed in 1994. A graduate of Hamline University School of Law and a cum laude graduate of Gustavus Adolphus College, Judge Bransford currently manages a block of 175 civil, felony drug and property cases. Judge Bransford served as the first African American female Workers' Compensation Judge with the Office of Administrative Hearings, was a District Court Referee for Hennepin County's Juvenile Division, has worked as the presiding Juvenile Court Judge, and in August of 2012, was one of four nominees by the State Commission for Judicial Selec-



tion to be considered for appointment to the MN Supreme Court. Judge Bransford is involved in various community and legal organizations and is a member of the Board of Advisors for Hamline University School of Law, and the Minnesota Association of Black Lawyers. Judge Bransford is the co-chair and founding member of the Supreme Court's Committee for Equality and Justice and is also a founding member of Youthprise.

Connie Gackstetter, Education and Organization Development Manager in the MN Judicial Branch Human Resources Division, has over 20 years of experience in new program development, education and OD working in the private sector and at various levels of government. Connie has particular expertise in leadership development, diversity programming, performance management, investigation and intervention and change management. Connie lead the development of the EDGE and DiA leadership development programs at the MN Judicial Branch and continues to leverage organizational learning and technology to promote education and organizational effectiveness. Early in her career, she served as a member of the pilot team to implement the first felony-level prosecution project for domestic abuses cases in MN which became a statewide model for other jurisdictions, assisted community members and professionals to develop crime victim-witness programs and developed a coaching program to assist leaders accused of harassment or discrimination.





Personal Excellence: Everyone Wins When We Are At Our Best!

Keith Nord, Motivational Speaker, Former Minnesota Viking

Come join this fascinating, entertaining and educational presentation on achieving personal excellence. Keith will challenge you to take a fresh look at how you define excellence. With a new definition in hand Keith will encourage you to 'take action', a skill that leads to connection with customers and employees alike.



In the summer of 1979, **Keith Nord** arrived at the Minnesota Vikings training camp as a walk-on. Although less than 5% of all walk-ons ever play in the NFL, Keith made the team and went on to become a Vikings captain in 1983.

Keith played with the Vikings for seven years and was known for his savvy and determined, hard-hitting play. Keith earned five game balls - the highest compliment a player can receive from his teammates. During his career, Keith has earned the following honors:

- Minnesota Viking Team Captain
- 1979 honors graduate of St. Cloud State University, School of Business
- SCSU Football Team Captain, Team MVP, All Conference, Glen Galligan Award Winner
- March of Dimes Citizen Athlete of the Year
- Muscular Dystrophy Citizen Athlete of the Year
- Nominated for NFL Man of the Year
- 1985 Ed Block Memorial Courage Award Winner

For the past 26 years, Keith has been a motivational speaker who challenges people to look at how they define excellence in their own lives. Keith's presentations are known for making a positive impact on his audience. Sincere, enthusiastic, profound, fantastic and awesome are just some of the words often used to describe his work.

