



Volume 3, Issue 3

MINNESOTA ASSOCIATION FOR COURT MANAGEMENT

REFLECTIONS

August through October 2011

BUILDING NETWORKS TO NAVIGATE WHITEWATER CHANGE

by Susan Love, MACM President

The pace of change in the Minnesota Judicial Branch never seems to slow. Looking back over the past several editions of our newsletter *Reflections*, the milestones of change in our courts are captured in rapid succession – projects such as the implementation of e-court technology, document imaging, courthouse renovation projects, beloved colleagues retiring, the appointments of new court administrators, judicial officers and leaders.

As we navigate the unending whitewater rapids of change in our courts, the most essential survival tool just may be our ability to create and maintain a strong network of colleagues to help us paddle through uncertainty and propel our way down the rapids. Professors from the nation's top business schools (*Harvard, Wharton, and Kellogg*) have written articles touting the benefits – and the necessity – of networking at work. Their research substantiates that relationship

building has become a corporate priority, as executives have recognized that networking is vital to the health of their organizations.

On October 31st, the MACM Executive Board met for its biennial Strategic Planning Retreat. The purpose of this retreat is to provide the MACM Legislative, Education, Membership Services, and Bylaws Committees with feedback from the judicial districts and SCAO on MACM's strengths, areas for development, and recommendations for future accomplishments. Over the years, the Strategic Planning sessions have led to the implementation of this quarterly newsletter, an improved website, the Masterful Mentoring program, and many other initiatives that have served to strengthen MACM as an association and the collegial network of judicial branch leaders.

In preparation for the October 31st retreat, the MACM Executive Board members asked colleagues in their districts: "What value does MACM provide to your judicial district or office?" and the answer was a resounding "Networking Opportunities." I couldn't agree with this sentiment more. Over the years,



Susan Love, MACM President

MACM has provided its members with the opportunity to form business relationships and friendships with colleagues from across the State of Minnesota that would have never been possible without them participating in MACM events and committees. Whether it's joining MACM or participating on a statewide workgroup, building a strong network of colleagues can help you professionally and personally to:

Identify the Rapids of Change Ahead: In our court system today, everything is changing fast. A strong, internal network of colleagues (within our offices and in other districts) can help you keep up with what's going on across the judicial branch.

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BUILDING NETWORKS TO NAVIGATE WHITEWATER CHANGE *(Continued from page 1)*

Venture into the Whitewater:

The whitewater of change in the judicial branch is an opportunity to explore the uncharted territory of unmet needs - - the undiscovered problems, opportunities, and connections that will help you enhance your career and allow you to contribute more to the organization's success.



Paddle through bottlenecks:

Building a strong network of colleagues can provide you with expertise-based guidance from trusted colleagues who can help you tackle organizational problems and launch new initiatives. Joining a MACM committee, attending events, or joining a project team is a great way to meet colleagues outside your office or business ar-

ea and increase collaboration within the judicial branch.

Expand your knowledge base.

Tapping into colleague's expertise and experience will help you explore many different interests and areas of expertise in the court system. Even more, if you introduce your contacts to each other, you can encourage information and skill sharing among all the members of the group. As you network, you expose yourself to new ideas and ways of doing things. This "cross pollination" almost always benefits the entire organization.

Create your safety net. Take responsibility for your own career self-management. Network to increase your visibility within the courts so that opportunities find you! In these days of right-sizing and restructuring, it's smart to keep your ears open. Ask yourself, "What skills do I have that could be used in other areas of the organization?" Figure out how to showcase those skills. (1)

Speaking of the importance of networking, MACM is excited to welcome the *National Association for Court Management's (NACM) 2012 Mid-Year conference* focusing on *Transformative Governance and Leadership* to Minneapolis, Minnesota, February 5-7, at the Hilton Hotel.

Participating in this conference will provide MACM members with a unique opportunity to network with court leaders from across the nation – we hope you will all be able to join us. In addition, on Tuesday, February 7, 2012, MACM will hold its annual business meeting and officer elections over the noon hour (*lunch will be provided to all those who RSVP*). Please plan to participate in this important meeting as several MACM Bylaw changes will be discussed and voted upon. Hoping to see you all there.

(1) Adapted from "Make Your Contacts Count: Networking Know-how for Business And Career Success" by Anne Baber and Lynne Waymon (AMACOM Books, March 2007).

NACM 2012 Mid-Year Conference - Minneapolis, MN

by Vicky Carlson, Membership Services Chair

The National Association for Court Management will be hosting their mid-year conference in Minneapolis, February 5 – 7, 2012.

The conference kicks off Sunday evening with a reception, hosted by President Kevin Bowling and includes hor dourves. The reception will be followed by a Super

Bowl party where there will be plenty of time to network and enjoy the game on large flat screen TV's. Prior to the reception, the NACM Early Career Professionals Committee will host an informational session for those with 10 years or less experience working in courts or those under 40 years of age. Information will be shared about

the conference and other ways to get involved in NACM.

The conference continues Monday and Tuesday with plenary and breakout sessions each day. See Agenda for more details. Hope to see you at the NACM conference!

www.nacmnet.org

National Association for Court Management
Established 1985

MACM LEGISLATIVE COMMITTEE UPDATES

by Wayne Minske, Legislative Committee Chair



Wayne Minske: First Vice President, and
Legislative Chair

This is the time of the year when we gear up for proposing changes to statutes that may improve, enhance or clarify one of the laws that govern our work. Even though the legislature doesn't convene until January 24, 2012, the proposals are reviewed by the Legislative Committee during October.

The Legislative Committee discusses the merits of the proposals and can either: Support, not support or take no position. The next stage is review of all proposals by the Legislative Advisory

Workgroup (LAW).

The MACM Legislative Committee chairperson and MACM president are members of LAW. The proposals supported by vote from LAW are then sent on as recommended statutory changes to the Judicial Council. The proposals approved by the Judicial Council can become part of the Judicial Branch package in the legislature. Last year Heather Scheuerman, supervisor of the Family and Juvenile Divisions in Washington County, proposed a law change and saw it work its way through the process and eventually signed into law. Her change proposal was to clarify law to provide that courts can serve respondents notice of dismissals of order for protection by U.S. mail.

The practice for service throughout the state was inconsistent. Some counties have the dismissals personally served and some mail them to the respondent. The stat-

ute only allowed for personal service on the respondent. The goal was to get consistency and reduce costs for this type of service. MSS 518B.01 subd. 8a now reads:

The petition and any order issued under this section other than orders for dismissal shall be served on the respondent personally. Orders for dismissal may be served personally or by certified mail.

Heather recently commented: *"We are sending our first order for protection dismissal by certified mail. The respondent lives in Alabama, so this is certainly a case where it is much easier for us to send it certified mail than dealing with all of the personal service issues that will arise for an out-of-state service. This makes me feel like I did accomplish something!"*

MACM's MISSION:

MACM is an organization committed to the enrichment of its members through professional growth and development, opportunities, promoting advancements and innovations in court administration, and partnering with other professionals working to improve the justice system in Minnesota.



MACM MEMBERSHIP SERVICES UPDATE

by Vicky Carlson, Membership Services Chair



Vicky Carlson: Membership Services Chair

Hello MACM members and colleagues: As the Membership Services Chair, I like to consider additional opportunities to provide membership value aside from the

great education that is offered at the conferences. The following are ways the association has been working on your behalf.

The NACM midyear conference being held in Minnesota is a result of Past President Chris Volkers' petition to the NACM planning committee. As a result, MACM has been closely involved in the planning of the education being offered at the NACM conference.

MACM recently endorsed LAW Day. We are working on materials that will help local courts get involved in this outreach.

We will continue to publish our newsletter and continue outreach efforts to make MACM a more visible association.

Awards

We will be having awards at the February business meeting. Please see the last page of this newsletter for more details or visit our website at www.mnmacm.org

Scholarships

MACM continues to award scholarships for continuing education to our members. You can find more details by visiting our web site at www.mnmacm.org

Third Judicial District

by Karrie Espinoza, Olmsted County Supervisor

The Third Judicial District has been very ambitious and busy the last couple of years. In fact, it has been a challenge to carve out the time to write an article for the *Reflections* newsletter updating everyone on what has been happening in our District. With all the electronic initiatives implemented, we are starting to feel like our heads are finally above water. We have been busy not just with the full implementation of the CPC initiatives, but we've also worked very hard on and completed many other district improvement projects over the course of time as well. To name a few:

E-Charging: Rice, Waseca, Freeborn, and Olmsted County are now fully implemented on E-charging. Winona will be fully implemented by mid November 2011.

CSM Order Processing: All 11 Counties' Child Support Magistrate orders are now processed in one county within the district.

Probate Batch Notice Processing: We have also created consistent, streamlined and centralized the probate batch reminder notices and have designated one county to process these.

Financial Policies and Procedures: The Third District has spearheaded the establishment and compliance of financial policy 209.8 H and have incorporated our own internal financial review teams and procedures to ensure all counties in the 3rd District are in compliance for auditing purposes. We may be the 3rd but we are #1 as Linda Murray is known to say!

This is just a peek at what we've had going on and are looking forward to more. Bring on the electronic possibilities!

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Third Judicial District *(Continued from Page 4)*

By Karrie Espinoza, Olmsted County Supervisor



Court Administrator Update:

At the September 30, 2011, Third Judicial District bench meeting a majority of the judges voted to make the Dodge/Mower, Freeborn/Steele, and Rice/Waseca shared court administrator positions permanent.

Wabasha County Court Administrator Twila Holtan will be retiring on December 1, 2011, after nearly 40 years of service! Twila was a young bride and farmwife when David Meyer asked her if she'd come to work for him at the Courthouse. Several judges, many staff, many county boards and 40 years later, Twila has been a court clerk, a supervisor and the Court Administrator. She has served Wabasha County and the Minnesota Judicial Branch well! Congratulations to Twila on her retirement.

When Twila retires, Sally Cumiskey will become the Wabasha/

Winona shared court administrator.

Appreciating the Past – Houston County will Move into New Courthouse!! Houston County District Court will move to a new courthouse the week of **October 10, 2011**. With all the new initiatives and constant changes the courts continue to be a part of, having an appreciation for some of our history seems timely and appropriate.

The first Houston County courthouse and jail was built in Caledonia in **1857** amidst turmoil over where the county seat should be located. Ten years later in **1867**, a two-story Courthouse was built in Caledonia for a **whopping \$2,000** and the 1857 facility became the sheriff's residence. Controversy continued until, finally, in 1874 Caledonia officially prevailed as the County Seat. In **1882**, it became apparent that a new courthouse was needed, causing yet another county seat disagreement. Caledonia again won the vote.

The current Houston County Courthouse was designed by Maybury and Sons of Winona and built by Noonan and Stellwager at a cost of **\$60,000**, doubling county taxes as a result. The courthouse was completed in **1885**. Some local citizens, at the time, criticized some expenses in the new building as

“unwarranted,” specifically an \$800 expenditure for five chandeliers and ornamental woodwork-ing for the courtroom.

In **1965-66**, an annex was added by Nelson Construction Co. of Caledonia at a cost of \$41,140. In **1977**, another larger addition was built to house county offices. Kratt, Meyer and Lachecki of LaCrosse built the limestone addition to match the Romanesque style courthouse. Following the \$514,548 addition, the existing courthouse was remodeled at a cost of \$274,992. The courtroom was moved to the opposite side of the building along with the original oak rail, judge's bench, clerk's desk, and jury box.

The plan and construction of the new Houston County Courthouse began with the first site selection in July **2005** and after many committee and planning meetings, the move in date has finally arrived and is scheduled for the week of **October 10, 2011**. Darlene Larson, Houston County Court Administrator, and her staff are excited to complete the move to their new digs.

The Third Judicial District encompasses Dodge, Filmore, Freeborn, Houston, Mower, Olmsted, Rice,

Fourth Judicial District

Submitted by Kate Fogarty

I am pleased to report that the Fourth Judicial District Court's Process Improvement and Efficiency (PIE) process has resulted in a strong finish at fiscal year-end 2011 since its introduction in September 2009. The focus, support and determination of the 4th District employees helped the district reach its goal to maximize the use of technology to become more efficient and cost-effective.

E-File and Serve: The Court continues to make strong progress in expanding e-filing beyond civil case filings into Family Court and the Examiner of Title Office. We continue to work collaboratively with Ramsey District Court and State Judicial Branch in developing a strategic plan for mandatory e-filing. While e-filing volume remains below Court expectations, interest is gradually spreading to include the benefits of e-service for firms who desire to significantly reduce administrative support and postage related expenses.

Central Monitoring Room (CMR)



Hennepin County Court Reporter
Jeff Bunday

There are 20 work stations for court reporters to monitor up to 80 courtrooms. When not assigned to the CMR, CMR court reporters are assigned on a rotating basis to support judges and referees throughout the Fourth District.

ITV Court Interpreters: The Interpreters Unit started using remote interpreter technology on payable citation cases. These cases are heard at the suburbs and in the downtown Hearing Office. On average, the Interpreters Unit is handling one to two cases per week and the process has been going smoothly.

Staff members are enthusiastic to master these systems and reap quality results from using the technology. When a non-English speaking party did not appear for the scheduled session; the interpreter was redirected to a different assignment at the Government Center; thereby maximizing Court time, money and staff resources. In the near future we will expand the case types and amount of hearings that are scheduled and handled with this technology.

Calendar Display Monitors : The calendar display monitors are operational at all five of the Criminal Court locations including the Government Center, Public Safety Facility, Brookdale, Ridgedale and Southdale

Probate Guardian/Conservator Training Video Project : A video of several short segments will be used to help educate proposed guardians and conservators about the important role and responsibilities associated with an appointment by Probate Court.

The project goals are to save court time and money; reduce the need for successor appointments; and ensure that guardians and conservators have the knowledge and understanding to be successful in their roles of caring for a protected person and/or their assets. The video is narrated by KARE 11 News Anchor Julie Nelson, features a real case family, and co-stars Fourth District volunteer actors. The video may be viewed at the courthouse, via DVD upon request, and will be available on our website soon.

The project team was led by Judge Quam and Steve Bittick and includes Fourth and other judicial district employees. In just four months, the team identified the project framework; agreed on topics for each segment; held a focus group meeting of stakeholders to gather input; drafted and revised the script; recruited video host Julie Nelson; filmed and refined the final video; and contracted with a professional company to film and produce the video. The

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Fourth Judicial District *(Continued from page 5)*

Submitted by Kate Fogarty

video is designed for general use by other districts across the State.

Public Defender Kiosks



The Public Defender Kiosks are operational at four of the Criminal Court locations including the Public Safety Facility, Brookdale, Ridgedale and Southdale. Additionally, the content is currently being translated into Spanish and Somali.

Records Imaging Project: Imaging Court records continues to rapidly advance in the Civil, Family, Psychological Services and Pro-

bate/Mental Health divisions.

In fiscal year 2011, almost 7 million pages of documents were scanned, indexed, and integrated into the Court's document management system. The Court halted the flow of paper records to a third-party storage facility in 2011 that will also restrain the growth in our annual paper storage costs.

As paper files are converted, Court staff is actively searching, retrieving and viewing documents electronically. Gradually reducing our reliance on paper case files is also transforming Court business practices and reducing costs associated with responding to requests for case files from both internal and external Court records customers.

An enterprise-wide document management system will gradually include all Court divisions over the next thirty months and eliminate the physical need to store and manage paper case files altogether.

The success of this technology initiative is just the first of many steps that will effectively alter the Court's business practices and lead to more innovations in judicial access and administration.

Website "Refresh": The PIE Website "Refresh" project launched in September 2010 with the goal of improving "virtual" access to court information and services, and reducing 1:1 staff

time spent working directly with the public. During the second quarter of 2011 there were **207,411** visits to the **4th District public website**.

The most frequently visited pages include: [Tickets & Fines](#) (56,765 visits), [Records Center](#) (24,546), [Fine Amounts](#) (17,399), [Fees](#) (11,219), and [Court Calendars](#) (10,986).

Recent content updates include: redesigned a new gateway [Courts](#) page with brief descriptions and contact information all in one place; added several Family Court [e-File & Serve](#) links and resources; updated cross-links to justice partner websites that recently changed, most notably at the [MN Dept. of Public Safety](#) which includes [Driver & Vehicle Services](#) and the [Bureau of Criminal Apprehension](#), and changes at the [MN Dept. of Health](#).

Also underway is a major "refresh" of the [Family Court](#) section of the 4th District website. A survey was completed in August of Family Justice Center Judicial, Court Administration, and Self Help Center staff to gather their input on web content and resources they think would be most helpful to court users, justice partners and staff on the revised pages.

The Fourth Judicial District encompasses all of Hennepin County.

Fifth Judicial District

Submitted by Sandra Hensley

Article by Lori Ehde: Rock County Star Herald October 6, 2011, for the full length article.

Judge Timothy Connell wears a black robe over a white collar, but he said ruling from the bench is rarely as simple as black and white. "It's not a one-size-fits-all sort of thing," he said. "It's the sort of thing that comes with experience."

After 35 years of practicing law, Connell has acquired a voice of experience. He'll retire next week after 24 years as Rock County's Fifth Judicial Judge, but his roots in Luverne go deeper than that.

Deep roots in Luverne: In October 1976, at the age of 27, he became Rock County Attorney, replacing Marlyn Vollmer who had died of cancer earlier that year. "People told me I was the youngest county attorney ever in Rock County," Connell said.

On May 19, 1987, Governor Rudy Perpich appointed him as county court judge for Murray County. He was sworn in on June 30, 1987, and in 1988 petitioned to have his chambers moved to Rock County. That petition was granted. He assumed his place in a courtroom he'd grown familiar with during his tenure in private practice and as a county prosecuting attorney.

The rest is history — a history he was asked to reflect on this week in honor of his pending retirement.

Affecting outcomes and impacts: "I've always been aware that what we do impacts people's lives — sometimes in a positive way, sometimes in a

negative way," Connell said. "Some of the things we do in family law in particular protect kids, and that's rewarding." But he said criminal law also affords chances to improve people's lives. "They may not think so at the time, but that jail sentence may be just the wake-up call they need," Connell said. "In criminal law we can help people who have problems. ... They don't necessarily want to deal with it, and you have the power to force them to deal with it. It's not that they necessarily thank you at the time, but I've had people write to me from jail, telling me it was a good thing that it happened."



Judge Timothy Connell
Retires after 24 years on the bench

Levying the appropriate punishment for a crime is part of the gray area that's challenging for judges.

"Part of the job ... part of the experience is to make that call," he said. "You have bad people who do bad things, and you have bad people who do stupid things, and you have good people

who do bad things and good people who do stupid things." He said the job of a judge is to take into consideration all aspects of the case, both inside and outside the courtroom — and it helps to be in a small town with strong connections. "You want to recognize the bad people — the ones who will continue to do bad things," he said, noting that these are the ones who will receive a longer jail sentence. And to do that you take in all the information, from law enforcement, from probation officers and from Family Services. There's a lot of information out there ... you make those decisions based on a wealth of information. It's one of the arts of the job."

Above all, he said, a good judge doesn't make a hasty ruling. "You don't make snap decisions that affect people's lives," Connell said. "You might think I made a bad decision, but I didn't make it in a cavalier way." And he said, despite the challenges, he's enjoyed his career. "I think about how fortunate I've been and how lucky I've been to be able to do this job," he said. "I'm grateful to have been elected without competition three times as county attorney and four times as judge ... It's been a good job ... It hasn't been an easy job. It's been stressful at times, but I'm honored to have been able to do it."

Connell will be honored by his friends, colleagues and family at an open house retirement party from 2 to 4 p.m. Tuesday, Oct. 11, in the district courtroom at the Rock County Courthouse. The public is invited.

Judge Jeffrey L. Flynn, chambered in Nobles County, announced he will be retiring January 27, 2012.

Sixth Judicial District

by Judy Isaacson, Carlton County Court Administrator

The Carlton County Courthouse is located in northeast Minnesota and serves a population of 35,000 people. The courthouse is located in the county seat of Carlton and serves as the gateway to Jay Cooke state park.

The county seat was originally located in Cloquet, with a jail located by the nearby town of Northern Pacific Junction, now Carlton.

In 1890, residents of Northern Pacific Junction raised funds to build a courthouse, which was a two-story brick building with a high-pitched gable roof. The current building took about two years to build, being completed in 1924. It was originally built as a three-story building with cream-colored brick and stone.



Carlton County Courthouse

In the 1970s, the attic was remodeled and a fourth floor was developed which now houses a second courtroom. There are two chambered judges in Carlton County; Honorable Dale Wolf and Honorable Robert Macaulay. The

Court Administration offices are located on the 3rd and 4th floors and Judy Isaacson serves as the Court Administrator along with a very competent staff of ten.

The Sixth Judicial District encompasses Carlton, Cook, Lake, and St. Louis counties.

Tenth Judicial District

By LuAnn Blegen and Monica Tschumper

Sandie Crow, Court Operations Supervisor in Isanti County, retired on September 16, 2011. Sandie worked for the Courts for over 23 years in Kanabec and Isanti Counties. Sandie fondest memory of the courts was being offered the supervisor position in Isanti, as she reflected, “It felt great to know they had faith in me and wanted me for the position. I felt it was challenging, but it felt great to know I had the support of the other management/



Sandie Crow, Isanti County Court Operations Supervisor retires

supervisory staff and it was a great boost to the self-esteem!”

Sandie felt that her biggest challenge was the conversion from TCIS to MNCIS. According to Sandie, they had just started using computers when she began in Kanabec. They had one computer that was on a lazy-susan, so it could be turned and accessed by all staff. It was very slow!! It would take so long to complete a

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Tenth Judicial District (Continued from page 9)

By LuAnn Blegen and Monica Tschumper

transaction, that you would have to get up and do something else while waiting for it to complete! She also recalls the many process changes such as the transfer of birth and death records to the Recorder's office.

Sandie's advice to others still working for the courts is to stay positive with all of the new changes that have been implemented and all of the new challenges to come. Sandie stated: "Many of these changes will be a good thing in the end, so try not to be negative while going through the transitions." Congratulations Sandie on your retirement!

Judge John P. Dehen took office in January 2011 after being elect-

ed to the Bench in November 2010, replacing Judge Michael Roith. Judge Dehen is chambered in Anoka County.

Judge Tad (Thaddeus) Jude took the Bench in January 2011 after an election involving 24 candidates on the ballot for the judge seat previously held by Judge Thomas Armstrong. Judge Jude is chambered in Washington County.

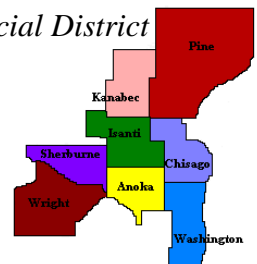
Catherine (Kate) McPherson has been appointed District Court Judge replacing the Judge Dale E. Mossey, who retired earlier this year. She will take her Oath of Office November 9th. Judge McPherson will be chambered in Wright County.



Gwen Upton, Washington County Court Administration

Gwen Upton was promoted to the Administrative Services Manager position in Washington County effective September 14. Gwen previously worked as the Hearing Officer Supervisor in Washington County. Prior to working in Washington County, she worked in Ramsey County.

The Tenth Judicial District



2012 Minnesota Association for Court Management AWARDS

Don't miss the 2012 MACM Annual Awards. They will be presented at the MACM Business Meeting on Tuesday, February 7, 2012.

Submit a Nomination for someone you think has demonstrated excellence in one of the three categories. Anyone working in the courts may submit a nomination for a MACM member. The MACM Membership Services Committee will select the winners in each category.

Submit your nomination on an *Application for MACM Award form*. Forward the nomination to Vicky Carlson or submit by email.

Nominations will be accepted until December 19, 2011

The MACM Membership Services Committee will select the winners in each category. The winners will be announced at the MACM Business Meeting at the

2012 NACM Midyear Conference.

AWARDS Categories

Distinguished Service Award #1 is for a MACM member who has distinguished himself/herself by through:

Active membership in the Minnesota Association for Court Management; Outstanding leadership and excellence in the advance-

ment of the ideals and principles of modern court/judicial administration; Service as a court employee (not necessarily length of service).



Community and Association Award #2 – is for a MACM member who has distinguished himself/herself by/through:

Active Membership in the Minne-

sota Association for Court Management; Outstanding community and legislative outreach; Outstanding service to the community; Contributing to the improvement of the association.



Coach/Mentor of the Year Award #3 – is for a MACM member who has distinguished himself/herself by through:

Active Membership in the Minnesota Association for Court Management; Outstanding mentoring and coaching in the ongoing development and enrichment of court staff.

Nomination Forms can be found on our website at www.mnmacm.org

MACM *Reflections* Quarterly Newsletter Needs You

by Vicky Carlson

Please send your MACM articles and pictures to Vicky Carlson, Janice Cossette or Susan Love for inclusion in the next edition of *Reflections*.

You do not have to be a member of a MACM committee to send in an article about your court or

your colleagues. We are looking forward to hearing from you.

Vicky Carlson, Janice Cossette
Co-Editors

Susan Love, **Publisher**

