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Meet Your MACM Officers

(Left To Right) Monica Tschumper, Kim Carlson, Annette Fritz, Sue Portugue, Aaron Williamson, Vicki Carlson and Wendy Van Duyne.

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MACM Reflections

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Any MACM member may submit an article for the newsletter. If interested, please contact Membership Services Chair: Aaron Williamson, at Aaron.Williamson@courts.state.mn.us for more information.

Check out past versions of the MACM Newsletter on the MACM website.
Meet Your MACM Officers

MACM President - Annette Fritz

Annette is the Washington County Court Administrator in Stillwater and has served in that role for over five years. She has worked with the Minnesota Courts for 26 years. Previously she worked at SCAO and in Olmsted County, Third Judicial District. When asked, “Why is MACM important to you?” she indicated MACM is an opportunity to support the role of court administration, specifically, the leadership of court administration. And, to build and grow the profession. Through MACM we have the opportunity to improve service to the public by providing educational and networking opportunities to help us be excellent public service providers.

MACM First Vice President, Legislative Committee Chair - Wendy Van Duyne

Wendy is the Civil Filing Division and Civil Records Court Operations Supervisor in Ramsey County (Second Judicial District) and she has served in that role for one year. Previously, Wendy worked for the court system in New Jersey for nine years. Wendy believes that MACM is important to her because she believes that MACM serves a vital means of support, education, and connection to and among court managers, allowing court administration to grow and remain relevant not only to the court system but to the people the court system serves.

MACM Second Vice President, Education Committee Chair - Monica Tschumper

Monica recently became the Wright County Court Administrator. Previous to that, she served as Isanti County Court Administrator. Monica has worked for the Minnesota court system for over 21 years. When asked, "Why is MACM important to you?" she indicated that MACM has allowed her to network with her colleagues from around the state and share in ideas and innovations. MACM supports its members by providing support and content that enhances our performance in this important profession. After attending MACM conferences for a number of years, I decided to join in the planning and have found my involvement with MACM to be very rewarding.

MACM Third Vice President, Membership Services Chair - Aaron Williamson

Aaron has worked for the Judicial Branch since 2005, mainly in Hennepin County. He currently works as the Criminal Court Project Manager in the Fourth Judicial District. Previous positions include, senior court clerk, administrative hearing officer, and court operations supervisor.

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Meet Your MACM Officers  (Continued from Page 2)

Aaron previously served as Chair of the MACM Legislative & Outreach Committee for three years, and he is currently the Membership Services Committee Chair. Aaron is a graduate of the Fourth District Emerging Leaders Network (ELN) Program and the ELN Graduate Program. He is currently in the SCAO Management EDGE Program. Aaron graduated from St. Olaf College, where he studied English, political science, and Latin-American studies, and sang in the St. Olaf Choir. Aaron loves being a part of MACM because of the opportunity to collaborate with people around the state. He frequently consults with colleagues in different districts to gain more insight into business process and procedural possibilities. Being a part of MACM also makes him proud to be a court management professional because he’s constantly impressed by the level of skill and talent that our organization possesses.

MACM Secretary - Kim Carlson

Kim has worked for the Judicial Branch for 18 years, currently as the Training & Development Specialist for the Sixth Judicial District. She feels MACM provides valuable educational and networking opportunities that support the interests of court administration, which in turn enhance the services the Judicial Branch provides to its justice partners and customers.

MACM Treasurer - Sue Portugue

Sue is an Anoka County Court Operations Manager in the Tenth Judicial District. She has worked in Anoka County Court Administration for 15 years. MACM is important to her for the great education and networking opportunities.

MACM Past President - Vicky Carlson

Vicky is currently the Scott County Court Administrator in Shakopee. She has been with Scott County for a couple months. Prior to that she served as the Carver County Court Administrator since 2007. MACM is important because it provides an opportunity to continue to expand the court administration profession. Members have an opportunity to learn and grow as leaders through chairing committees, becoming a member of the board to help govern the association, networking with colleagues from around the state, presenting at conferences or in other capacities, developing and planning conference agendas, etc. Through these opportunities, members can grow their experiences and learn from each other.

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.
The 2015 NACM Midyear Conference took place outside Austin, Texas, February 8-10. The conference theme was Founded in Tradition, Focused on the Future. The conference kicked off with a session on Integrity: The Foundation of Public Trust and Confidence led by Judge John M. Cleland from Pennsylvania. Judge Cleland chaired the investigation on the "kids for cash" scandal in which two Luzerne County trial judges were eventually sentenced to federal prison for judicial corruption. He also spoke about the Jerry Sandusky case. Both cases presented information about wrongdoings that many individuals knew something about, but did nothing. The presentation was a highlight of the conference.

Other sessions included: Successful Collaborations, How to Improve Procedural Fairness and Performance of Court Appointed Professionals, Teaching Due Process, and a session on the Sovereign Citizens Movement.

NACM began live-streaming many sessions at its 2014 annual conference in order to provide opportunity to those members who are unable to attend in person. So, while NACM hopes you can attend the conferences to take advantage of the participation in the sessions along with the wonderful networking opportunities, know that if you can't attend, you can still take advantage of the live-streaming. In addition, you can visit www.nacmnet.org for video-taped sessions after the conference. If you would like more information about NACM membership, please contact Vicky Carlson, NACM Secretary/Treasurer and MACM Past President.
Presidents Message: “Why MACM Matters”  
By: Annette Fritz, MACM President

Court management professionals provide essential services for effective court operations. Parties, attorneys, government agencies, and others depend on court administration to provide services that move their cases through the court system timely and accurately. According to the Judicial Branch public website there are about 2 million cases filed in our district courts each year. When we do our jobs right, people can move on with their important business.

MACM is committed to the enrichment of 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.

MACM provides the opportunity for us to update our knowledge and abilities to keep pace with the changing demands. It is helpful to pause and reflect are you dedicating time to develop yourself to be the best court professional that you can be. I look forward to seeing everyone at the Annual MACM Conference September 30-October 2 at Breezy Point.

Education Committee Update  
By: Monica Tschumper, Education Committee Chair

The Education Committee continues to work on planning our fall conference. Our 2015 annual conference is scheduled for September 30-October 2, and will be held in Breezy Point.

We are planning a similar structure as in years past, with plenary sessions occurring in the morning and breakout sessions in the afternoon. We are excited about the content that we have selected so far and look forward to providing our members with a variety of relevant and enriching topics.

In the recent past, we have realized that by the time we start planning our conference, many facilities already have limited availability, as many events are planned out well over one year in advance. We typically start exploring location options after one conference ends and we begin the work of planning for the next. There are many events that we try to work around when scheduling the conference and that can be somewhat tricky. We are trying to be proactive with exploring location options for our 2016 conference, in hopes that facilities will have more date options available and we can avoid the end of the month. More to come on this!

If you ever have thoughts about desired topic content or a presenter that you’ve seen that you feel would be a good presenter for MACM, please feel free to contact me.

We look forward to seeing you at Breezy Point in the fall!
Did you spot a co-worker doing something that went above and beyond expectations? Jot it down and start thinking about nominees for the MACM Awards. There are currently four award categories:

- Early Career Excellence
- Coach/Mentor of the Year
- MACM Service Award, and
- Lifetime Achievement Award

The awards are given out at the annual conference and are a great way to show appreciation for the hard work taking place around the state every day. Look for a call for nominations in the summer!

Meet your New MACM Members:

- Jessi Bienfang, Labor & Employee Relations Specialist, SCAO
- Linda Herman, Finance Manager, SCAO
- Julie Rucker, Court Operations Analyst, SCAO
- Lesa Kramer, Court Operations Analyst, SCAO
- Lisa Schroeder, HRD Specialist/Human Resources, SCAO
- Denise Brandel, Rock/Nobles County Court Administrator
- Janet Kneisl, Court Operations Supervisor, Douglas County
- Stephanie Dilorio – Court Operations Supervisor, Itasca County
- Kristin Trebil, Carver County Court Administrator
- Kate Powell, Court Operations Supervisor, Ridgedale – Hennepin County
- Sean Lane, Court Operations Supervisor – Ramsey County
- Terri Barett, Family Court Manager – Ramsey County
- Maria Jost, Court Operations Supervisor – Anoka County
- Dustin Rockrow, Problem Solving Courts Supervisor/Veterans Court Coordinator – Ramsey County
- Alanna Haddick, Court Operations Supervisor – Ramsey County
- Jamie Block Glesener, Court Operations Analyst – Sixth District
- Sheila Polak, Court Operations Supervisor – Fourth District – Criminal (Violations Bureau, eFiling, ViBES)
- James Marascuilo, Jury Operations Supervisor – Second District
Legislative & Outreach Committee Update
By: Wendy Van Duyne, First Vice President & Chair

As we swing into Spring, the Legislative and Outreach Committee is gearing up for some fun events! We are also happy to announce that MACM Day at the Capitol was March 12th, 2015. This was a great opportunity to promote MACM and let our legislators know about Judicial Branch initiatives, objectives, and goals. If you have not attended MACM Day at the Capital before, we encourage you to attend one in the future. Additionally, the Legislative and Outreach committee is preparing for Law Day, which is May 1st, 2015. The theme of Law Day this year involves the Magna Carta. In April, an email was sent to the State MACM Group. It included some informational items and projects that will tie the 800 year old precepts of the Magna Carta, such as due process, to the workings of the Judicial Branch today. For more information, feel free to contact me directly.

We have updated the criteria for the Legislative Outreach Award. The updated criteria was sent out to our membership via email in February, however I would like to take this opportunity to remind you to please keep Janet Marshall, SCAO Legislative Liaison, aware of all legislative outreach efforts and contacts. This can happen in-person, via email, US mail, and/or by telephone. This is the only method by which we can track legislative contacts. It is important to keep Janet apprised and up to date. We also have Legislative training available. Please do not hesitate to contact me or any member of the committee if you would like to schedule a Legislative training in your district.

Please always feel free to contact the Legislative and Outreach Committee with any ideas, comments, or suggestions. We welcome and appreciate your feedback.
This is a new feature of our newsletter which will hopefully help you get to know your colleagues around the state a little better. The Spotlight member is chosen at random. You could be next!

This issue’s spotlight goes to Lisa Herman. Lisa is a Court Operations Supervisor in Dakota County, specifically in the Criminal Division. She has been with the Judicial Branch for eighteen years. Previous to her work with the courts, she was a Correctional Deputy at Dakota County Jail. So don’t try to mess with her! She lives in Hastings, MN with her Husband Jay, and three daughters: Kalli (11), and twins Rylee and Bree (7).

“I remember having a typewriter on my desk and using it on a daily basis. I also remember adding letters and numbers to a blank file jacket when opening a new case! It was not that long ago but it seems archaic now!”

**My dream job would be:** professional athlete – make millions of dollars doing something you love and then retire at 35!

**My nightmare job:** being the person that walks behind the elephants at the circus carrying the shovel!! :)  

**Most passionate about:** I am most passionate about being a good mother and role model for my girls!  

**My personal mantra:** Live everyday like it is your last!  

**Happiest when:** I’m happiest when I am spending time with family and friends relaxing, and enjoying an ice cold beverage!  

**Pet Peeve:** My pet peeve is when people chronically complain about something they routinely do themselves, but obviously don’t realize they do it!  

**Favorite movie:** Pure Country  

**Favorite comedian:** Tracy Morgan, from Saturday Night Live.  

**Favorite restaurant:** Trophy House in New Trier, MN. “I love their prime rib and their salads!!  

**Most proud of:** In my life, I’m most proud of my girls!! I have been very blessed with 3 healthy and very sweet kids! (I could be a little biased though.)

**The Top 3 highlights of my life have been:** the birth of my children, vacationing two-weeks in Alaska with my father (the year before he passed away), and marrying my hubby!!  

**What would people be surprised to know about you:** People would be surprised to know that the only place I can sit through a movie is in the theatre! I NEVER watch movies at home! It drives my husband nuts!!  

**If I could do it all over again, I would:** Actually, I have had a great life, I can’t think of anything I would change. Hopefully, I still have a ways to go!!  

**Most recent favorite memory:** The night I met my husband! I insisted on staying home and my girlfriend “twisted my arm” so I ended up going out. It turned out to be a great night!! (Disclaimer: This is the simple version of the story!)  

**On my Bucket List:** A return trip to Alaska with my husband (he has never been there), a trip to New Zealand and to Australia!  

**What do I like best about working for the Judicial Branch:** I love to help people and try to assist them through what is usually a very difficult time. I also love meeting new people through networking and business relationships.
One of the most distinctive buildings in downtown Minneapolis, and perhaps in Minnesota, is the Minneapolis City Hall and (old) Courthouse. I say old, because almost all of the court functions were moved out of the building in 1977 when the Hennepin County Government Center was built across the street. Today, the Fourth District’s Conciliation Court still resides in what is now known as “City Hall.”

The building was added to the US National Park Service’s List of National Historic Places in 1974. According to the buildings registration paperwork, it was constructed between 1889 and 1905 and cost $3 million dollars to build. It was constructed using red/pink Ortonville granite. The building is five stories tall and is surmounted by a tower which rises 400 feet from the pavement. The tower includes an iconic clock-tower, which in 1916 was said to have been the largest clock ever built in the world.

The registry says, “At the apex of the (building’s) tower roof is an observatory which is 335 feet above the street and from which the majority of late nineteenth and early twentieth century photographs of Minneapolis were taken. Until the construction of the Foshay Tower a few blocks to the South of the courthouse, this tower offered the highest and best view of the city.” At the time of building, the Courthouse was presumed to be one of the most grand buildings in the country. The 1974 application for registration goes on to say:

Judge Isaac Atwater, in his History of Minneapolis, (written during the construction phases of the Courthouse) stated: “Should the building be completed in accordance with the plans adopted, and partially executed, there is no question but it will surpass any building of the kind and purpose designed, at present existing in the United States. Indeed, there are not more than two or three state houses exceeding it in solidity, imposing architecture and expense.” More than eighty years later, the courthouse continues to be one of the most impressive nineteenth century public buildings in the state and in the Midwest. It continues to serve as both a city hall and county building—although expanded spatial needs have required that a new building be constructed on the block to the south. Plans are to preserve the older structure to accommodate governmental and business functions. In 1889 the Minneapolis Tribune suggested that “Minneapolis gives promise of having a hall of justice which will be pushed to completion without any of these prevailing irregularities delay, jobbery and bad faith, and without carrying down to future generations the taint of boodle and the crumbling evidences of bad architecture and worse construction.” The building has survived to declare excellent craftsmanship of design and construction and flexibility in the continuation of its original planned function.

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The building is infamous in many ways, including the fact that it’s allegedly haunted by the ghost of John Moshik – the only person to be hanged in the building, which occurred in 1898. To read more about the haunting, check out this article from the Southwest Journal: The Haunting of City Hall, by Nick Halter.

The Moshik story does have some important history:

According to the nonprofit Death Penalty Information Center, execution records are hard to tally, but the group estimates that 66 people were executed in Minnesota before the death penalty was abolished by the state Legislature in 1911.

Since City Hall began construction in 1891, it didn’t last long enough to host any executions except the Moshik hanging. Strangely, a room in the South Tower is believed to have been a death row, with three suspended cells that have since been torn out.

It took Moshik three minutes of hanging before he died. But things didn’t go as smoothly in 1906, when William Williams was hanged in St. Paul. It took two attempts and 14 minutes before Williams died. A few years later, the Legislature voted against the death penalty.

Minneapolis City Hall is also well known for being a great wedding venue. According to Patricia Kelly of Magnet Street Weddings, “Its grand Richardsonian Romanesque architecture, five-story Rotunda, stained glass windows, and sweeping marble staircase make it the perfect site for an elegant wedding.” The famous (and gigantic) Father of the Waters statue, by sculptor Larkin Goldsmith Mead, is also one of the icon images of the building. If he were to stand up he would be fifteen feet tall. It’s customary to adorn the Father’s head with a flower wreath at weddings. And if you stop by to see the statute, be sure to rub his big-toe for good luck. For more information and to see some City Hall Wedding photos, check out Kelly’s article. The building’s record for most weddings in one day occurred on August 1, 2013, when 67 same-sex couples were married just after midnight, when the new law went into effect. Mayor R. T. Ryback and several Hennepin County Judges and Administrators performed the marriage ceremonies in front of a crowd of hundreds.

City Hall was recently in the news because the famous clock had to be shut down for a few days so that technicians could assess the condition of the clock, in need of some repairs. The City plans to spend some money restoring the clock, to ensure that it lasts the test of time. One aspect of the restoration will include removing the neon lights from the clock hands, to restore the original look. To read more about the restoration see this article by WCCO’s Bill Hudson.
The building definitely has an old world charm. From the benches, to the elevators, to the marble staircases, you are transported back to a different time, when the quality of building materials was of upmost importance. Court Operations Supervisor and professional photographer, Jamie Cramble, took these pictures of City Hall. She was inspired one day while running an errand to Conciliation Court, located on the 3rd floor of the building. She said, “It’s the details that really catch my eye as I walk the hallway toward Conciliation Court. The beautiful curves of the hand-carved benches, worn in places from all the people who sat and rested while transacting court business, are particularly lovely. Office doors with ornately cast letter slots, hand-painted graphics and patterned mosaic floors add to the palpable feeling that you are indeed in a place from another era. As our courts continue to evolve electronically and we reduce brick and mortar operations in favor of more efficient and cost effective methods of service delivery, I think it’s healthy to pause and reflect about where we’ve been and where we are going. It’s energizing!”

Photos by Jamie Cramble, Court Operations Supervisor, Hennepin County Housing Court

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Jessica Rahier was the Conciliation Court Supervisor until February of 2015, when she was promoted to Court Operations Manager in Anoka County. Jessica has very fond memories of working in such a beautiful building with such rich architecture. The best part was that you could have plants (unlike the other Hennepin court buildings) and you could open the windows and let some fresh air in! Hennepin’s Administrative Facilities Manager, Andrew Pieper, jokingly threatened to make a district-wide policy banning the opening of windows because, “…it just isn’t fair!” Jessica said that it was difficult at times to be removed from the other court offices because of meetings and trainings, but it was also nice to be the only court office in the building – which made it easy for conciliation court users to find their way to the office.

Whether you call it City Hall or the Courthouse, this historic Minneapolis building reminds us that some things don’t change. Things like providing access to justice and creating an atmosphere where people can resolve their disputes are principles that our state, and our Judicial Branch, were built on.
In terms of old courthouses, the first county courthouse in the Minnesota Territory was built in Stillwater, in 1849. It no longer stands, but their historic courthouse built later in 1869 is used for events today. The Dodge County courthouse, in Mantorville, which opened in 1865, boasts the prize for oldest courthouse still in use.
I have a rule. If you get to go to a training you have to share what you learned with your colleagues. My colleagues are very tolerant of me. They know I would develop a squirrel if the squirrel was willing.

In the article I published in the MACM Reflection Newsletter I confessed that I expect a lot from a training opportunity. I was not disappointed in the caliber of the “Purposes and Responsibilities of Courts” CMP class I attended January 26th through the 28th in Mankato. There were fifty lively participants from all over Minnesota, three very knowledgeable instructors, and several helpful support staff.

The syllabus promised that after completing this course, participants should be able to:

• Provide a historical and societal context for the development of the court system,
• Understand and explore the tensions inherent in the court’s ability to fulfill its purpose and responsibilities, and
• Assess how your court is living up to the intent and spirit of the founding fathers’ vision for our judicial system.

One of the historical discussions encompassed the June 1215, dust-up between King John (the not-so-great) and a pack of rebellious (we’ve had-it-up-to here) Barons. The confrontation resulted in a great charter that said "No free man shall be taken or imprisoned or dis- seized or outlawed or exiled or in any way ruined, nor will we go and send against him except by the lawful judgment of his peers by the law of the land . . . " The Magna Carta established the vital principles that justice should be available to all, the law applies to all equally and leaders can only exercise power in accordance with the law. I’m guessing Robin Hood probably said to Maid Marian before tucking in for the night in the forest of Sherwood, “I’m glad that’s sorted out!"

King John signed the Magna Carta at Runnymede on the 15th June 1215.
We discussed the founding fathers’ “We the People”; comparing judicial institutions and the Constitutional foundation of U. S. Courts.

I learned about a guy named Roscoe Pound. I won’t lie, it was a tough read at first but once I realized Roscoe was the hero of the tale, I surrendered to the homework assignment and became more curious. When instructor, Jeff Shorba, jokingly asked if anyone had read any other writings regarding Pound, I saw no need to raise my hand being my “nerd” flag flies pretty freely on its own. A friend however saw it differently, and outed me as being the only one in the room who read more than the required assignment. Roscoe Pound was a Harvard educated son of a judge. He has been described as a 37 year old lawyer and botanist, who, after an unhappy stint in private practice, joined the faculty of the University of Nebraska Law School in 1899 before becoming the U of N law school’s dean four years later. In 1906 Pound was asked to address the American Bar Association meeting in St. Paul and to speak on the subject of causes of popular dissatisfaction with the administration of justice. Roscoe came with both barrels loaded. Roscoe fired a shot heard round our legal system that continues to resonate to this day. Pound openly acknowledged widespread dissatisfaction with the judiciary and identified it as a serious problem that warranted attention and reform. The audience in St Paul was not thrilled with Pound. It was as Sophocles wrote in Antigone: "No one loves the messenger who brings bad news." I suspect at breakfast the day following the address, Roscoe probably consumed his pancakes solo.

Pound’s speech provided an impetus for needed change. One of my biggest take-aways from the study of Pound is public confidence is a matter of appearance or perception--to preserve public confidence in the courts, it is not enough that we behave well—the public must perceive that we behave well too.

Judge John Cleland, the NACM Conference Keynote Speaker presented a Keynote Address February 9, 2015, entitled: “Integrity: The Foundation of Public Trust and Confidence.” Judge Cleland, like Pound, did not shy away from blight found upon the judicial branch. The 2008 "kids for cash" scandal over judicial kickbacks at the Luzerne County Court of Common Pleas in Wilkes-Barre, Pennsylvania, was presented in all of its ugliness. Two judges were accused of accepting money from a builder of two private, for-profit youth centers for the detention of juveniles, in return for contracting with the facilities and imposing harsh adjudications on juveniles brought before their courts to increase the number of residents in the centers.
Purposes and Responsibilities of the Courts
(Continued from Page 15)

Jerry Sandusky, sexual abuse of children, blackmail, pornography, and intemperate judges were just some of the other subjects Judge Cleland touched upon. Integrity is at the heart of public trust and confidence. If citizens doubt we act with integrity then fairness, equality, liberty count for little. Judge Cleland concluded with what was at the core of the blight described above; a lack of courage. People were aware of what was going on but failed to report wrongdoings.

Whether trussed up in togas, tights, or powdered wigs, we stand on the shoulders of courageous people who have come before. We have an obligation to be brave. To promote ethical conduct and report improper conduct by any persons in our system to appropriate authorities. Further, we must support and protect the independence of the judicial branch of government, as well as protecting the public’s interest and justice for all persons.

I came back from my three days in Mankato and I provided my division with a copy of the Minnesota Judicial Branch Policy #318 “Court Employee Code of Ethics.” I learned half of them did not recall having read the policy thoroughly. Information I think worth sharing with all of you!

If I might suggest one improvement, logistically my conference chair was a bit of a challenge by day three. Not to sound overly critical, I did wonder, at one point when discussing “Trial by Ordeal”, if spectators at the Salem witch trials of 1692 found their sitting arrangements more comfortable. Just keeping it real!

Footnote To History:

Mike Moriarity, Tenth Judicial District Administrator, shared that MACM traces our roots to a meeting that took place a year after the Pound speech...the Minnesota Clerks of Court held their first meeting (that we know about) in 1907. We speculate that this was in response to the Pound speech and the start of our profession’s efforts to improve the administration of justice.
HENNEPIN JUDGES WED 23 COUPLES FOR FREE ON VALENTINE’S EVE

BY: NANCY PETERS, FOURTH DISTRICT COMMUNICATIONS SPECIALIST

MINNEAPOLIS, MN (February 13, 2015) – Love was in the air as 12 Fourth Judicial District judges united 23 couples in matrimony for free on Valentine’s Eve in the Hennepin County Government Center atrium over the noon hour.

Judge William Koch welcomed everyone to the event and commented, “This is a great opportunity for our bench and staff to make a memorable Valentine’s Day for so many people.” Assistant Chief Judge Ivy Bernhardson sang, “What Are You Doing the Rest of Your Life?” accompanied by Judge Laurie Miller playing the piano.

A trio, Musica Ipsa Loquitor, featuring Judge Elizabeth Cutter, Eric Nilsson, and Sally Scoggins, performed throughout the 23 marriage ceremonies. Presiding over the ceremonies were Judges Luis Bartolomei, Gina Brandt, Diane Bratvold, Hilary Caligiuri, Philip Carruthers, Lois Conroy, William Fisher, Bruce Manning, Anne McKeig, James Moore, Mary Vasaly and Edward Wahl. The third annual event offering free weddings on or near Valentine’s Day is a collaborative effort between the Fourth Judicial District and Hennepin County Taxpayer Services, with the support of the Hennepin County Board of Commissioners for the use of the atrium in the Government Center for the ceremonies.

The event was covered by several media outlets. For more information and judge cameos, see: (1) KSTP 5 video; (2) Star Tribune photo gallery and video; (3) WCCO 4 video; (4) Cable Channel 12 (NW metro) video; (5) KARE 11 brief story and (6) AP brief story.
For the last few years, several members of the Minnesota State Court system have contributed to the Minnesota Jury Standards Project. The goal of the project was to build a business model and set operational standards for a jury management system. The operational standards provide a metric ability to evaluate our current jury system and discuss areas for improvements. In addition to the Minnesota team, a number of jury experts from other state court systems joined our project to help us build the most comprehensive business model possible. Minnesota members of the Advisory Committee included Judge Toddrick Barnette, Anne Basta (MACM Member), Judge Peter Cahill, Kathleen LaCosse, Judge Daniel Mabley, David Marchetti, Judge Gary Pagliacetti, Judge Jerry Seibel, Leah Wermer-skirchen, and Barb Worrell. Non-Minnesota advisors included, Candace Atkinson (Maricopa County, Arizona Superior Court); David Ballman (Montgomery County, Ohio, Court of Common Pleas); Anthony Barone (Cook County Circuit Court); Gloria Gomez (Superior Court of Los Angeles County, California), and Pamela Wood (Commonwealth of Massachusetts); Pamela Kilpela, Administrative Manager for the Fourth Judicial District Court, was the project director and NCSC consultants John T. Matthias, James Harris, and Paula Hannaford-Agor staffed the project.

A copy of the Minnesota report has been posted on the National Center for State Courts website.

The Minnesota project was finished early last year and since then the National Center for State Courts (NCSC) has pursued replicating our standards to make it a national model. This will allow other jurisdictions to use this format to evaluate their existing system or as reference start to design a new system.

The NCSC received support and approval from Joint Technology Committee (JTC), Conference of State Court Administrators (COSCA) and the National Association of Court Managers (NACM). Next page is a copy of the recent press release announcing the new national standards.

My thanks to all of you for your collaboration and important contributions. Your efforts have once again highlighted the Minnesota Courts as a shining professional star.

(Continued on Page 19)
The Joint Technology Committee (JTC) has developed a national standard for jury management functional requirements that serve as a great starting point for courts developing or acquiring a new Jury Management System.

The Joint Technology Committee (JTC) of the Conference of State Court Administrators (COSCA) and the National Association for Court Management (NACM) recently published new standards for Jury Management System Requirements. Work on the requirements started with a State Justice Institute (SJI) grant awarded to the Minnesota State Court Administrator's Office. The 4th Judicial District of Minnesota commissioned the NCSC to develop requirements to be incorporated into a RFP for a new jury management system. Following successful conclusion of the Minnesota project, the JTC established a Jury Standards Working Group, engaging jury management experts from around the country to build on the Minnesota work for the purposes of establishing a national standard.

Work on the requirements also leveraged the Court Technology Framework (CTF) with a business-driven approach that focused first on business capabilities. The methodology is explained in the requirements document and is also being considered for the next generation of case management functional requirements. A mind map of jury management business capabilities was developed and is available for download from the JTC Court Technology Standards page. A Word version of the requirements document is also available from that same page. Courts embarking on their own jury management system project will surely find these requirements useful.
I asked some people in my division the other day if they want to go back to paper. The answer was a resounding “No!”

eFS has fundamentally changed how we in Washington County Court Administration perform our jobs. Same is true for judges, lawyers, judicial partners and the public. Information, once the dominion of the clerk’s office, zips its way to computers located in law offices, government agencies, business entities and news services faster than super heroes. It takes less time to process documents on a computer than if the documents are printed on paper. eFS allows for divisions, even a clerk’s office in another county, to absorb work from another location when necessary. Storage—expensive real estate in our world—is lessened. It is more environmentally friendly than past practices.

Court Administration work in Stillwater has changed from filing and stamping papers to performing quality control to make sure electronic entries are accurate and up to date. When documents were kept on paper only, law firm couriers routinely lined up in our offices waiting to scrutinize case files. Files which court staff needed to locate, review, provide copies, collect fees, etc. It is far easier to notify all parties of new case documents by email, rather than through multiple paper mailings. Everyone, from appellate judges to self-represented litigants, can now track cases and case documents in near real time, day or night, from any online location.

Judges receive files more promptly. eFS filers have the ability to get documents out to everyone simultaneously which contributes to a system that works more fairly and equitably. Phone inquiries are reduced due to court users attaining information online. The level of transparency and access to the legal system is improved as is judicial branch accountability. My co-workers agree that eFS increases efficiency. It is quicker, allows easier access to users including law enforcement officers, Department of Human Services staff and hospital staff, to name an important few. Customers rarely have to come to or call to the courthouse to ask for help with finding information.

I’ve been at the rodeo for a while now. I remember it took over a year to transition from the antiquated TCIS system, to the new MNICS system and for us to figure out the advantages of MNCIS, and to stop trying to process work in MNCIS, the same way we had previously done in the retired TCIS system. It was not long until efficiencies became apparent and innovations occurred. I’ve asked my co-workers the question “So what now?” to start a conversation to get us further down the road. I want my division to think about “How we could do our work even more efficiently now that we have been doing mandatory eFS for almost 18 months?” It is something to think about!
In March, the Fourth Judicial District Model Drug Court honored 18 graduates who successfully completed the requirements of the Hennepin County Drug Court Program. Drug Court Judge Bruce Peterson presided over the ceremony, which was held in the Hennepin County Commissioners’ Boardroom. An overflow crowd of more than 100 people attended the ceremony to honor the graduates and show their support. Attendees were made up of family members and friends as well as representatives from partner agencies, including people who hold leadership positions in Hennepin County.

The Fourth Judicial District has had a Drug Court since 1997. In 2007, the Drug Court program was revised to bring it in line with statewide standards and best practices. Since that time, the “New Model Drug Court” as it is often called has had 717 defendants enter the program and 284 participants graduate the program. As of the end of February, there were 115 participants currently in the Drug Court program.

Drug Court is a voluntary, twelve-month minimum program available to criminal defendants who are charged with a property or drug offense after the defendant enters a guilty plea.

(Continued on Page 22)
Defendants who have committed first or second degree burglary, gun offenses, significant trafficking, and other violent crimes are not eligible.

The program is designed as an alternative to traditional criminal prosecution for offenders with a moderate or severe substance use disorder who want to change their lifestyle by maintaining a sober, crime-free existence.

Drug Court participants make regular appearances before the Drug Court Judge and are subject to intensive probation supervision with input from a multi-disciplinary team of professionals, including representatives from Probation, the County Attorney’s Office, Public Defender’s Office, Health and Human Services and Law Enforcement. Program participants receive long-term treatment (six months or longer), which includes breath and urine testing, individual and group counseling, and attendance at community-based support groups.

The Hennepin County Drug Court program consists of four phases: the Primary Treatment Phase; Cognitive Skills/Stable Housing Phase; Employment, Education and Community Service Phase; and the Service and Sobriety Phase. Each phase has rigorous requirements that the participant must do to advance to the next phase. Drug Court uses “incentives” to reward positive behavior, such as completing treatment, advancing phases and securing employment or housing. These incentives range from gift cards to local merchants to items of a nominal value from the “Drug Court Gift Shop” to verbal praise and recognition. Drug Court also uses “sanctions” when the participant relapses, commits a violation of rules in treatment or fails to keep in contact with his/her probation officer. These sanctions can range from admonishment from the bench to community service to jail time.

In February of 2015, the Minnesota Judicial Branch released a follow-up to a 2012 Minnesota Judicial Branch Statewide Adult Drug Court Evaluation. The evaluation concluded that, “Recidivism, prison incarceration rates and incarceration costs were statistically significantly lower for the Drug Court cohort relative to the comparison group four years after the start date.”

Additional information on the Fourth Judicial District Drug Court [website](#).
Second Judicial District

Second District Hires New District Administrator

By: Sharon Harper, Human Resources Manager, Second District

On behalf of the judges in Minnesota’s Second Judicial District, Chief Judge Teresa R. Warner has appointed Heather M. Kendall as District Administrator of the Second Judicial District.

“Heather is an innovative and accomplished leader, with a strong knowledge of our court system and excellent ideas on how we can improve our service to the public,” said Chief Judge Warner. “She has proven her commitment to the values of fairness, accessibility, and efficiency that are the cornerstone of the state’s Judicial Branch, and we look forward to the leadership she will provide to the Second Judicial District.”

Kendall has worked in Minnesota’s First Judicial District since 2002; first as a court operations supervisor, and then as a court operations manager in Dakota County District Court. She became Deputy Court Administrator in Dakota County in 2007, and since 2012 has been the Court Administrator for Scott County. She has also served on the Policy 800 Access Program Advisory Panel and the Advisory Committee on the General Rules of Practice. Prior to joining the Branch, Kendall was an associate attorney at Brown & Carlson, P.A. in Minneapolis. Kendall received training though the International Law Program at the University of Innsbruck in Austria in 1998. She received her law degree from William Mitchell College of Law in 2000. She was also named a Certified Court Manager in 2010 by the National Center for Court Management.

As District Administrator, Kendall will oversee the administrative affairs of the district, including management and processing of all court records and files, district budgeting and accounting, human resources, and maintenance of the district’s computer network.
Patty Ball Retires After 30 Year Career With The Courts
By: Karrie Espinoza, Olmsted County

Patty Ball, Mower/Dodge County Court Administrator retired on February 27th. Patty started with the courts in June 1985 as a clerk. She worked in many different areas in Mower County before being appointed as the court administrator of Mower County in May 1998. Since June 2010, Patty served as Multi-County Court Administrator with the responsibility of Mower and Dodge County.

Patty recently shared, "I have met a lot of great people during my years and what I will miss most is definitely the people." "I think the Third has the best people in the state and have truly enjoyed working with them." She also shared, "The thing I will miss the least is risk assessment work." Patty has always found the courts a fascinating place to work and there is never a dull moment!! Some of the funniest and memorable moments (which she cannot repeat!!) during her career with the Courts have been statements made in the courtroom. "You just can’t make this stuff up!"

Patty loves reading, traveling and spending time with her family. She and her husband have a total of five kids and six grandchildren. Three of their kids and two of their grandchildren live in Minnesota and the other two kids and four grandchildren live in Arizona. Patty looks forward to spending time with family, relaxing at their lake home and traveling to visit and spend time with family. She is not wasting anytime on that plan, she shared, "The day after I retire, we are leaving for a week to the Dominican Republic where I will lay around on the beach, read and maybe drink a couple of umbrella drinks!"
Fourth District Judges Alexander and Bransford attend the National Association of Women Judges Conference  
By: The Honorable Pamela Alexander

As Judge Tanya Bransford and I arrived in San Diego, we knew more was in the air than warmth and sunshine when we arrived at the conference hotel. Immediately we saw a number of law enforcement personnel with ear pieces stationed at every corner, they were cordial but attentive and conspicuous. They were there not only to protect the 500 or so National and International Women Judges but United States Supreme Court Justice Sonia Sotomayor.

The National Association of Women Judges was celebrating its 36th Annual Conference and has as its mission to promote the judicial role of protecting the rights of individuals under the rule of law through strong, committed, diverse judicial leadership, fairness and equality in the courts and equal access to justice. The theme of this conference was “Ensuring Access to Justice for All” an over-riding theme for the outgoing NAWJ President Judge Anna Blackburne-Rigsby.

Left to Right: Judge Tanya Bransford (4th), Supreme Court Justice Sonia Sotomayor, Judge Pamela Alexander (4th)

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District Updates - Continued from Page 25

Fourth District Judges Alexander and Bransford attend the National Association of Women Judges Conference (Continued)

Immediately after checking in we were whisked off to an opening reception held at the U. S. Courthouse Annex where we met all of the International Women Judges and the Judges that were attending the conference for the first time. If we could have arrived earlier we would have been able to tour the international border and take a walking tour of the Port of Entry or visited the Las Colinas Detention Center for Women. The conference also featured outings to the San Diego Family Justice Center and an unaccompanied minor children’s camp.

This conference also featured a number of wonderful educational sessions with topics ranging from the future of the Violence Against Women Act, Access to Justice in Indian Country, Immigration, Access to Justice for Family Violence Survivors, Judicial Decision Making and Election, selection and retention of Judges, among others. We also had the option of seeing several feature film screenings, one on the life of Anita Hill, the Life and Times of Constance Baker Motley, and a documentary called “Presumed Guilty,” about the justice system in Mexico.

The conference was also filled with wonderful speakers:

Manal Omar, Associate Vice President, Middle East and Africa Center United States Institute of Peace,
Professor Anita F. Hill of Brandeis University,
Professor Charles J. Ogletree, Jr. of Harvard Law School,
Janet Napolitano, President University of California, and
Associate Justice of the United States Supreme Court, the Honorable Sonia Sotomayor.

There were also many events and venues to meet and mingle with fellow women (and men) Judges from around the country and around the world. From the welcome reception which featured wonderful food and a mariachi band, a reception at the maritime museum, a reception sponsored by the Lawyers Club of San Diego, an international tea, and of course the hospitality suite every night (yes the officers were still present) where we talked, sang and danced the night away.

This conference was well planned and executed and I thank Conference Co-Chairs Judges Tamila Ipema and Margie Woods for welcoming us to their city and showing us a great time. NAWJ is a great organization and a great way to stay connected with other women Judges nationally and internationally.

If you would like more information about the programs and activities of the NAWJ, please refer to the website at www.nawj.org.

National Association of Women Judges
2014 Emerging Leaders Network Graduation

By: Deb Morse, Fourth District Human Resources

Once again, the Fourth has had an exceptional group of employees in the Emerging Leaders Network (ELN). As in past ELN cohorts, each person started the year with different experiences and perspectives and shared so much with their cohort over a 12 month period. During the year, the cohort members attended courses regarding effective presentations, ethics, authentic leadership, Bridges Over Poverty, 7 Habits for Highly Effective People, Strengths Finder, and Leading at the Speed of Trust. In addition to attending these day long courses, the cohort spent many hours on homework and delivering presentations.

According to graduate, Monica Miller*, “The ELN program examines how leadership is really about your actions and attitude rather than your title. Through ELN, I learned a lot about myself and my cohort members. It was a great opportunity for growth and development. “

On January 7, 2015, 17 ELN cohort members graduated from the program. Graduations are always a time of looking back. Here’s a brief history of the fantastic program we call the ELN:

- Since the program’s inception in 2007, 66 employees have been accepted and started the ELN program;
- 59 have graduated.

Of all the employees that have participated in the program:
- 31 have promoted to a position either in the Fourth or somewhere else in the MN Judicial Branch;
- 4 more have laterally transferred within the Fourth.

During 2014, four of this year’s ELN graduates were promoted in the Fourth and one made a lateral transfer. Allison Holbrook*, who graduated with the current ELN class, said, “I appreciated the time ELN afforded me to focus on continued education. I learned that being authentic is one of the most important aspects of being a leader. Through ELN, I was able to work on both personal and professional development in order to become a more effective and authentic leader. “

Everyone in the cohort learned a tremendous amount about themselves and they all became more confident giving the dreaded speeches. In December, the group met one last time to talk about leadership. Each person was asked to bring an artifact that described their leadership style and values, and was asked to speak unscripted about what they brought. At first glance, one may have easily wondered what these artifacts had to do with leadership…there was a kitchen safe, a grandfather’s obituary, a trophy, and a MN Wild Mr. Potato head. I certainly can’t capture the messages that were delivered that day, but I can tell you that every one of these leaders is authentic and owns their own leadership style.

Congratulations to the 2014 ELN graduates!

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2014 Emerging Leaders Network Graduation  (Continued)

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<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Division/Department</th>
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<tbody>
<tr>
<td>Ann Basta*</td>
<td>Court Operation Supervisor, Criminal Division C11</td>
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<tr>
<td>Amanda Bloodsaw</td>
<td>Acting Court Operations Supervisor, Central Records Center</td>
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<tr>
<td>Jenna Dashow</td>
<td>HR Coordinator, Human Resources</td>
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<td>Anna Grzechowiak</td>
<td>Senior Court Clerk, Traffic Violations Bureau</td>
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<td>Allison Holbrook*</td>
<td>Problem Solving Courts Coordinator, Criminal Division</td>
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<td>Chau Johnson</td>
<td>Judicial Clerk, Judge Jamie Anderson</td>
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<td>Erin Jones</td>
<td>Court Clerk Leadworker, Criminal Division PSF</td>
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<tr>
<td>Cara Marrinan</td>
<td>Business Analyst, Business Practices Unit</td>
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<tr>
<td>Monica Miller*</td>
<td>Staff Attorney, Criminal Division</td>
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<td>Carmen O’Halloran</td>
<td>Law Clerk, Judge Luis Bartolomei</td>
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<td>Nathan Peck*</td>
<td>Court Operations Supervisor, Court Reporter Unit</td>
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<td>LaChele Roberson</td>
<td>Senior Court Clerk, Criminal Division Ridgedale</td>
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<td>Ryan Rydlund</td>
<td>Accounting Supervisor, Accounting Division</td>
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<td>Tina Sporlein*</td>
<td>Court Operations Supervisor, Criminal Division Brookdale</td>
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<tr>
<td>Jennifer Stites</td>
<td>Hearing Officer, Criminal Division Hearing Office</td>
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<tr>
<td>Julie Welt*</td>
<td>Business Analyst, Business Practices Unit</td>
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<tr>
<td>Vicki Wright*</td>
<td>Court Operations Supervisor, Juvenile Court</td>
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</table>

Front row: Jenna Dashow, Julie Welt, LaChele Roberson, Carmen O’Halloran, Amanda Bloodsaw, Ann Basta, Chau Johnson

Back row: Vicki Wright, Jenna Stites, Anna Grzechowiak, Cara Marrinan, Erin Jones, Monica Miller, Tina Sporlein, Nathan Peck, Allison Holbrook, Ryan Rylund, Deb Morse (HR Manager)
Staff Updates

By: Jamie Block, Court Operations Analyst

Desiree Lee—formerly a Senior Court Clerk in Lake County—has taken on the role of Court Operations Supervisor for Lake and Cook Counties. After moving back to her hometown of Two Harbors in 1986, she worked as an Office Manager for a local beverage-distributing company, then in a local law office as a legal assistant. She started working for Lake County in the Central Services Office in 1997 and was then hired by Court Administration in 1998 as a Deputy Court Administrator.

Dez writes, “In a small office we all do a little of everything, but my focus has been on civil, family, and ex-pro cases, processing invoices, and doing whatever else needs to be done in the office. I’ve been through a few changes with the court in my time, from TCIS to MNCIS and now eCourt! There is always something new happening, and I enjoy the challenge of learning as we go. We have small offices in both Lake and Cook Counties, but the people who work in the offices give 110% every single day, and I enjoy working with all of them! I look forward to taking on the role of Court Operations Supervisor for Lake and Cook Counties and continuing to work with staff in both locations.”

On December 3, 2014, Jamie Block returned to the Sixth Judicial District as a Court Operations Analyst after spending nearly two years on a mobility assignment with the Business Practice Unit in SCAO, where she spent a large portion of her time working on CAPs. Prior to her mobility assignment, Jamie was an electronic court reporter for eight years in Lake and Cook Counties. She has an undergraduate degree from the University of Minnesota Duluth and recently obtained a Master’s of Arts in Technical Communication. She is now pursuing a project management certification. Jamie will act as the project manager for many up-and-coming initiatives the Sixth is working on, as you will read about in the article “Centralized Projects in the Sixth”.

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Centralized Projects in the Sixth  By: Jamie Block, Court Operations Analyst

The Sixth District is making strides and moving forward by centralizing several operations.

*Centralized probate*

Multi-County Court Administrator Amy Turnquist writes, “Last September, the Sixth Judicial District began working toward a vision of centralizing probate. The goal of this project is to create a central unit to process the Sixth District’s guardianships, conservatorships, estates, and civil commitment cases; this unit is located in the St. Louis County-Duluth Courthouse. A team has been assigned to develop a timeline and plan for the deployment of this central unit. The plan involves establishing staffing requirements, identifying areas for cross training, and transitioning workloads from six courthouses to one courthouse. The implementation of this effort has proven to be successful as we enter the final stages of the project—the transitioning of cases. Through the hard work and dedication of staff, it is anticipated the project will be finalized at the end of this year.

*Central Copy & Imaging (CCI)*

The Sixth is taking a big leap by centralizing copy requests and getting files imaged. Working on imaging addresses several objectives: centralizing probate, centralizing copy requests, and alleviating the Duluth File Center’s burdened file shelves.

After studying how copy requests are received and assessing the Sixth’s various objectives and then balancing these with the retention schedule, the Sixth will have staff in Lake County (Two Harbors) image open probate files from Carlton and the Shore (Cook and Lake Counties). On March 2nd, the CCI unit began taking copy requests for items available remotely in the District. Well over half of the requests are for items already available remotely. With Lake staff handling copy requests, the hope is to enable Duluth staff in the File Center to focus on back-scanning, starting with 2013 family cases. Subsequent phases of the project will involve imaging permanent files for all counties, refining the copy-request process for the District, and hopefully bringing on other Districts.

*Central Minor Civil (CMC)*

On January 22nd, staff in Cook County (Grand Marais) began processing defaults for Duluth, and in the following weeks, the other sites will be added, with a goal to have the entire District’s defaults processed in Cook County by the end of March. The project team will also consider having the CMC unit process certain family items like expedited process orders or civil items like transcript judgments. CMC staff and the project team look forward to statewide implementation of eFS, which will streamline the process and resolve obstacles with financial processing.
District Updates - Continued from Page 30

9th Judicial District

Court Administrator/Court Operations Supervisors From Crow Wing and Aitkin Counties  
By: Bonnie LeCocq, Paula Lang, Dana Anderson and Janice Bare

The Crow Wing and Aitkin County Court Administration units pulled together this past holiday season and made things brighter for those in need. Both counties participated in paying to wear jeans each Friday as well as each member of the office donating towards the cause resulting in them being able to raise a substantial amount of money. Between the two counties, they sponsored a single mother and her children, donated to the Salvation Army to provide holiday meals, selected mittens off of the local tree at the mall and purchased Christmas wish items posted by children. In addition, they purchased items for a local nursing home that were on the resident's wish list and provided funds for a local attorney and his wife while they were facing a medical crisis. We found that the outreach project not only helped several members of our communities but it also brought a very special dynamic to each office. The excitement in knowing that we can make a difference was overwhelming. The holiday spirit was heavy in the air!

(Left to right) - Aitkin County Court Administration - Heidi Crowley, Ruth Bender, Candace Langseth, Karen Timmers & Janice Bare
Photo by Bonnie LeCocq, Aitkin/Crow Wing County Court Administrator

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District Updates - Continued from Page 31

Court Administrator/Court Operations Supervisors From Crow Wing and Aitkin Counties  (Continued)

Camille Bessler started working with the courts in 2006 as a Senior Court Clerk in Cass County. In the five years she worked there, she worked with customer service, domestic abuse, criminal, financial and child support. She left the courts for two years to work in the private sector, but used the opportunity to develop her leadership skills.

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District Updates - Continued from Page 32

Ninth Judicial District Welcomes New Multi-County Court Administrator—Camille Bessler

(Continued)

In August 2013 Camille returned to the courts as a Senior Court Clerk working in Beltrami County. She was promoted to Court Operations Supervisor in December where she supervised civil, family, customer service, data quality and financial for both Cass and Beltrami Counties. She was honored to accept the position of Multi-County Court Administrator for Hubbard, Clearwater, Mahnomen and Norman Counties and was sworn in by the Honorable Robert Tiffany on March 19, 2015.

Honorable Robert Tiffany, Camille Bessler & husband Chad along with their three boys Isaac, Bennett & Brogan.

vi·tal·i·ty

1. the state of being strong and active; energy.

synonyms: liveliness, life, energy, spirit, vivacity, exuberance, buoyancy, bounce, elan, verve, vim, pep, brio, zest, sparkle, dynamism, passion, fire, vigor, drive, punch
The Tenth District is losing two dedicated Court Administrators

It's a sad time in the Tenth District as we say goodbye to two of our hard working Court Administrators: Rosemary Nelson and Peggy Gentles.

Rosemary Nelson began her career in Kanabec County as a Case Intake Deputy on September 18, 1989. She attained the role of Court Administrator on November 24, 2003. From her very first day, Rosemary has loved working for the courts. Rosemary has appreciated all the people she’s encountered including her co-workers, judges, partner agencies, and the public. She's delighted in working with the various jury systems and the Tenth Judicial District jury staff. Although it could be stressful at times, Rosemary has always found this work to be exciting, interesting, and always changing. Rosemary states, “There are so many facets to working in the court system, and I have enjoyed just about every one of them. Thanks for the memories and for the opportunity to work for the Minnesota Judicial System for over 25 years!”

In retirement Rosemary plans on spending more time with her eight grandchildren, her antiques business, traveling with her husband (without having to work around other’s vacation times), and various hobbies. She plans to enjoy life and not learn any more eCourt! Her last day was March 2, 2015.

Peggy Gentles began her career in October of 2009 as the Wright County Court Administrator. During her time with the Tenth Judicial District, she has served on a number of MACM committees including the MACM Executive Board and the Education Committee where she helped to implement four annual MACM conferences. The highlight of Peggy’s time with MACM is serving as the chair of the MACM Education Committee which offered a great opportunity to get to know people from around the state and contribute to the professional development of court professionals. She states that the Tenth District administration and judges are supportive of development opportunities for all employees and that makes the Tenth a dynamic and rewarding place to work. Peggy moved to Eagle, Colorado, to start a new career as a Probation Officer. Her last day was March 3, 2015.

The Tenth District thanks Rosemary and Peggy and wishes them well!
2015—Tenth Judicial District Developing Leader Program (DLP) Graduation

Congratulations to the graduates of the first Tenth Judicial District Developing Leaders Program (DLP)! The DLP is a six-month program designed for employees who are interested in developing or strengthening their leadership skills.

**Anoka Co:** Linda Ball, Lacy Greninger, Linda Thao, Lisa Brecht, Ryan Hickey, Wendy Christopherson, Gina Roske, Della Davidson, and Alyssa Tretter

**Chisago Co:** Nicole Manderscheid

**Isanti Co:** Melissa Arbogast and Heather Holland

**Kanabec Co:** Amy Isaacson

**Sherburne Co:** Erin Boettcher and Lynn Money

**Washington Co:** Carolyn Andrews, Lucas Gosselin, and Amanda Ptacek

**Wright Co:** Kerri Gunnerson, Lisa Kemper, Philomena Licciardi, and Aimee Primus

**District Administration:** Scott DeBuhr, Danielle Johnson

Pictured with **Program Mentors:** Krista Anderson, Pat Kuka, Carol Orazem, Mindy Ellingson, Monica Tschumper; **Program Manager:** Kristine Lancaster and **Program Coordinator** Denise Thul.

On behalf of the 10th District Developing Leaders Program Leaders, CONGRATULATIONS!
Anoka County Welcomes New Chief Deputy Court Administrator and New Civil/Family Manager

By: Jan Krupicka—Criminal Court Operations Supervisor, Anoka County

Susan Segerstrom is the new Chief Deputy Court Administrator for Anoka County. She started with Anoka County in February 2014 as the Court Operations Manager in the Civil Division; Tenth Judicial District. Currently, she is the Tenth Judicial Districts representative on Court Operations Advisory Workgroup (COAW) and also serves on many local and District committees. Susan came from the Second Judicial District where she was a Court Operations Manager. Susan has managed the Family Court and Self-Help Service Center since 2007 and served as their Early Neutral Evaluation (ENE) Coordinator. Her Self-Help Center duties included coordinating 40 volunteer lawyers who provided pro se clinics as well as other resource efforts. She has been actively involved with eCourtMN initiatives in Ramsey County. She was the project owner and responsible for the oversight of the transition to electronic filing in Family Court. She was a member of the state’s Non-Criminal Reengineering Team for eFiling. Prior to that, she was a supervisor in the Criminal and Traffic Division. Altogether, Susan has over 17 years’ experience in Courts. She is a graduate of Cornell College and is a Certified Court Manager and Certified Court Executive Manager from the National Center for State Courts. Susan is married and has two children.

Jessica Rahier is the new Civil/Family Manager in Anoka County, effective on February 25, 2015. Jessica comes from Hennepin County where she has been working for the past 22 + years in various positions. She has been a Leadworker and Supervisor in the Family Division as well as experience in their Domestic Abuse Service Center. Most recently, she has been working as a Court Operations Supervisor for Hennepin County Conciliation Court. Some of Jessica’s notable accomplishments include; transitioning to MNCIS, document imaging, the use of Session Works for judicial officers, and eFiling in her area. Jessica holds an Associate’s degree from North Hennepin Community College and is a Certified Court Manager from the National Center for State Courts. Jessica and her husband Ron live in Andover with their three children.
These days, it is pretty clear that managers and employees are embarking on a new version of the work relationship. Previously, new supervisors and managers only needed to add supervision and oversight skills to their “super-employees’” skillset to be successful. In fact, their success hinged on using those “super-employee” skills to help and back-up employees when work demands were high.

Today, successful supervisors and managers don’t even try to master all of the details of their employee’s work; doing it is not always possible or even desirable. Supervisors and managers now need to direct their insight talents and their own learning to the work their staff cannot do, but that they need to do. Today, the real management challenge is not to learn the work, but to match employee strengths and talents to the work; for employee productivity, motivation, growth, and ultimately, good service for our customers.

Matching employees and work is not as easy as it sounds. Authors Koulopoulis and Keldsen write in “The Gen Z Effect: Six Forces Shaping the Future,” that in the United State by 2020, we will have 10-11 generations in the workplace! Of more significance, only those 57 and older will have been alive when a phone (or communications device) was not connected wirelessly. Generations X and Y have raised the bar on expectations for flexibility and inclusive decision making. The Millennials and the upcoming “Generation Z” will layer onto this foundational shift in mindset an entirely new understanding of what work and service look like.

The natural skillset and perspectives of our future employees will be diverse and sometimes foreign to employees in different generational age bands. It is this demographic, as well as our shift in how we do our work, that will propel the successful manager to the essential activity of partnering with their employees and teams so we can tap into their expert knowledge and unique perspectives.

(Continued on Page 38)
The rise in awareness of this new world we are entering is propelling us to make a fundamental shift in how we approach managing performance.

In February, HR Managers held seven focus groups with managers and supervisors around the state about how our performance evaluation tools are meeting our current needs. Managers and supervisors had some significant observations. On a scale of 1 to 10 in meeting the needs of managers (where 1 is low and 10 is high), they rated our current system between a 6.02 and 7.1. However, in meeting the needs of employees, they rated our system lower; 5.5. Specifically, the focus group participants reported that there isn’t enough dedicated time for meaningful one on one performance and development discussions between managers and staff.

To maximize time, managers and supervisors said we need to streamline; ridding ourselves of aspects of the performance evaluation tools that steals time, adds angst and contributes little value. We also need to shift our culture from one of “get the performance review process written and signed off on” once a year, to a culture that promotes regular, meaningful performance and development coaching discussions. Time that managers said they would use to gain insight into team functioning, productivity and needs for development. And as important, we need to connect rewards to success so our high performing employees know they are valued and continue to be motivated. It was clear from the focus groups that in our current world, with our current practices, the fast pace of work meant more time was warranted for the performance process, but less was available.

In response to our changing workplace and feedback from these court leaders, the Human resources & Development team is working on significant enhancements to our performance management tool and processes. We will see many of these changes begin to take shape this Summer and Fall.

1. Our first step is to reduce and clarify our competencies and simplify our rating scale and forms. Doing so will help streamline of our forms. An orientation to these new forms will occur in June.

2. We will begin completing all performance reviews on an annual basis during the same “focal date”: October 1st.

3. In July, a team of HR staff and managers will be trained in performance calibration, a process that helps create consistency and common ratings across locations.

4. In August, managers and supervisors will work together using a customized calibration process to understand and apply ratings to increase rating consistency across managers and groups.

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Old Style Managing –vs– Coaching for Performance — Why MJB is Taking It Up A Notch (Continued from page 38)

5. Managers and supervisors will finalize performance reviews and engage in the performance discussions by October 1, 2015. Since forms will be simpler and rating goals will be optional this first round, completing the performance review will be faster and simpler, allowing more time for a meaningful performance discussion.

In the second phase of performance management shift, we implement the supportive resources our focus group managers and supervisors asked for so we can be successful. These are even more critical. The second phase of the performance management shift will help us turn our use of time upside down, putting more time into meaningful discussions about performance and development and less into documentation. We will invest time in developing coaching, consulting and partnering skills, and collaborate with leadership to create the “time and space” necessary for performance conversations to occur throughout the year and during the focal period.

In the 2014 Harvard Business Review article, “You Can’t Be a Great Manager if You’re Not a Great Coach,” author Monique Valcour says that to take this journey we must:

- listen deeply;
- ask, don’t tell;
- create and sustain a developmental alliance;
- focus on moving forward positively; and,
- build accountability.

If we are successful in implementing these practices, managers will be investigators, dot-connectors, coaches, and career advisors. Employees will be motivated and will partner with their managers to make connections, explore options, assess decisions, and develop contingencies.

In February, the voices of MJB Managers and Supervisors were clear about the direction we needed to go so we can position ourselves, our staff and the Branch, for continuing success. Creating a work experience where employees’ influence, talent and support impact success is critical for attracting and retaining high performing talent. Creating a culture of coaching and partnering for results where employees are recognized and rewarded for their contributions supports this vision. The future is changing and that’s why MJB is “Taking it Up a Notch”; because we are great, and we aim to stay there.
# 2015 MACM Executive Board

<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Title/Division</th>
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</thead>
<tbody>
<tr>
<td>President</td>
<td>Annette Fritz</td>
<td>Washington County Court Administrator</td>
</tr>
<tr>
<td>Secretary</td>
<td>Kim Carlson</td>
<td>Training &amp; Development Specialist, St. Louis County</td>
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<tr>
<td>First Vice President, Legislative &amp; Outreach</td>
<td>Wendy Van Duyne</td>
<td>Court Operations Supervisor, Ramsey County Civil</td>
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<td>Committee Chair</td>
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<tr>
<td>Second Vice President, Education Committee Chair</td>
<td>Monica Tschumper</td>
<td>Wright County Court Administrator</td>
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<tr>
<td>Treasurer</td>
<td>Susan Portugue</td>
<td>Court Operations Manager, Anoka County Court</td>
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<td>Second Vice President, Education Committee Chair</td>
<td>Monica Tschumper</td>
<td>Wright County Court Administrator</td>
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<tr>
<td>Third Vice President, Membership Services Committee Chair</td>
<td>Aaron Williamson</td>
<td>Hennepin County Criminal Court</td>
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<tr>
<td>Bylaws Committee Chair</td>
<td>Lisa Lane</td>
<td>Court Operations Manager, Hennepin County Criminal Court – Civil Division</td>
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<tr>
<td>First District</td>
<td>Karen Messner</td>
<td>McLeod/Sibley County Court Administrator</td>
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<tr>
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<td>Sharon Harper</td>
<td>Human Resources Manager, Ramsey County Court</td>
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<td>Third District</td>
<td>Darlene Larson</td>
<td>Houston County Court Administrator</td>
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<tr>
<td>Seventh District</td>
<td>Rhonda Bot</td>
<td>Douglas/Morrison/Wadena County Court Administrator</td>
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<tr>
<td>Eighth District</td>
<td>Susan Stahl</td>
<td>Renville County Court Administrator</td>
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<tr>
<td>Ninth District</td>
<td>Sean Jones</td>
<td>Itasca/Lake of the Woods/Koochiching County Court Administrator</td>
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<tr>
<td>Tenth District</td>
<td>Krista Anderson</td>
<td>Court Operations Supervisor, Wright County Court</td>
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## State Court Administrator's Office
Nancy Dietl  
Director of Human Resources & Development, Minnesota Judicial Branch