NACM Honors Fourth District Administrator, Kate Fogarty

Kate Fogarty (Left) with Vicky Carlson, Scott County Court Administrator and NACM Vice President
(Story on Page 2)

MACM Reflections

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Any MACM member may submit an article for the newsletter. If interested, please contact Aaron at Aaron.Williamson@courts.state.mn.us for more information.
The first recipient of the new National Association for Court Management (NACM) award for an outstanding early career professional is Kate Fogarty. She was nominated by Chief Judge Peter A. Cahill and Fourth Judicial District deputy administrators Sarah Lindahl-Pfieffer and Michael Kelley. The award was presented on July 8, 2015 at the NACM conference in Louisville, Kentucky. “Kate is a strong leader and a dedicated public servant, and her swift ascent to the position of district administrator in Minnesota’s largest judicial district is a testament to her talent and intelligence,” said Fourth Judicial District Chief Judge Peter Cahill.

“Kate’s farm upbringing instilled her with an incredible work ethic, which she has demonstrated in her service to Minnesota’s court system. On behalf of the judges in Hennepin County, we are pleased that Kate has received this important honor, and proud to have her represent our court on the national stage.”

Vicky Carlson, Scott County Court Administrator and NACM Vice President, commented, “I am so thrilled that Kate was honored by NACM with the Early Career Professionals award for her service to the court profession and that I was present to see her accept the award. Kate has an outstanding track record of promoting innovations, great customer service, and efficiencies in Hennepin County and throughout the Minnesota Judicial Branch. Kate is highly respected by her peers and colleagues throughout the judicial system in Minnesota and nationally and we are fortunate to have her working in Minnesota!”

(Continued on Page 3)
As she moved up on her career ladder, Kate worked closely with hundreds of staff and judges gaining their respect as a leader. “Whether you work with her or for her, Kate walks beside you,” observed Dr. Marcy Podkopacz, Director of Research and Business Practices Divisions in the Fourth Judicial District.

Jamie Cramble, housing court supervisor commented, “I was not at all surprised to hear the news that Kate was honored with this award. She has accomplished so much in her career so far and has inspired so many people in countless ways. She takes time to build relationships, recognize people for their contributions, and injects a little fun where and when appropriate. These things come naturally for her as she unites us around our common purpose of providing justice to people who live, work and visit Hennepin County. Thank you, Kate, for representing us so well and making us so proud!”

Michael Wotipka, criminal court supervisor reflected, “I consider myself very fortunate and proud to work for District Court, and one of the reasons is the leadership that Kate Fogarty has provided to court employees. Since the first day I walked through these doors, Kate has been an outstanding leader. Always the consummate professional, Kate has a unique ability to motivate and inspire others to reach their full potential. While at the same time, Kate Fogarty is valued and respected for her down to earth demeanor and the level of sincerity she shows others. I could not be more thrilled for Kate to have been awarded the 2015 Outstanding Early Career Professional award by the National Association for Court Management. It is truly exciting to see Kate being honored nationally for something that many of us locally already know. Congratulations, again, Kate!”

Founded in Tradition, Focused on the Future
Presidents Message  
By:  Annette Fritz, MACM President

It was a first, MACM 2015 annual conference, using electronic content instead of paper materials. Turning the page from paper to electronic material for the first time at our conference was successful. The MACM app was used by many including me. It was a convenient way to quickly have access to conference schedule and material and also a convenient way to communicate with other conference attendees. Others that did not use the app, used the website. Presenters talked about change, leadership, and investing in us and our staff. I heard many positive comments about things learned and that people were excited to take back to their office to implement. I had a lot of fun at bingo. If you missed it, the membership services committee crafted bingo cards using the county and district names. And, corn kernels (from the Majerus Farm) were used to mark the board. I incorporated the kayak video that Jeff included with his presentation into a presentation to all of my staff and it was well received. The awards banquet recognized some of our talent; Congratulations to the MACM award winners: Paul Maatz, Marieta Johnson, Andrew Pieper, Vicky Carlson, and Christa Tum Cuc (see full article on awards). I enjoyed the conference and seeing everyone there. The time and talent of all our committee members that plan a great conference is benefitting the public that we serve through us applying what we learned and accessing the new resources we gained.

Legislative & Outreach Committee Update  
By:  Wendy VanDuyne, Committee Chair

Time flies when you are having fun - and working on a MACM Committee! I am having trouble comprehending that 2015 is over. It seems like just yesterday we were eagerly anticipating Spring much less Winter! As I look back, I am proud of all that we have accomplished. In March, the Legislative & Outreach Committee organized and hosted a “Day at the Capitol” event, wherein MACM members could set up meetings with the legislators in their Districts, and could also view a legislative hearing. This was a great opportunity to meet with legislators regarding issues that directly affect the judicial Branch, as well as acquaint legislators with the members of a fellow branch of government. There were several interesting public hearings taking place that day, allowing for an excellent chance to view the legislative process at work. I would like to thank those that participated in making this day a success, not only for MACM, but for the individuals that participated as well.

Additionally, the Legislative & Outreach Committee encouraged District-wide participation in Law Day by providing suggestions to inspire fun and thoughtful events celebrating the day. Established in 1957 by the American Bar Association (ABA), Law Day is a national day set aside to celebrate our legal system. (Continued on Page 5)
Law Day programs are conducted across the country for both youth and adults. They are designed to help people understand how law keeps us free and how our legal system strives to achieve justice. This year’s theme, “Magna Carta 800: Symbol of Freedom Under the Law” served as a reminder of all the ways that we strive to provide equal access to justice in Minnesota, as well as the areas where we are still improving. Some examples of this mission include providing Self Help Centers for self-represented litigants and more electronic access to the court under the eCourtMN initiative. The Magna Carta is a symbol for the concept that no one is above the law, and this document has served as an inspiration for many of the rights granted to us under our Constitution, such as due process, and the right to trial by jury, all principles that the Minnesota Judicial Branch is driven to uphold and provide.

The Legislative & Outreach Committee also spent hours researching various charity organizations for sponsorship this year. A special thanks goes out to Paula Lang, our vice chair, for all her hard work in making connections and providing the Committee with all the information essential to making a final decision. We are proud to have selected Bridges of Hope for our 2015 giving campaign. Bridges of Hope is a non-profit organization dedicated to assisting Lake Area families. They provide resources to families in need regarding alcoholism, child care, counseling, disabilities, domestic violence, employment, parenting, grief, marriage, and even transportation. They also have provided much needed relief to victims of the summer storms in the Brainerd area. This is a worthy and relevant cause that we are proud to be sponsoring.

I am happy to announce that MACM’s annual sponsorship campaign raised $2,085.00 for Bridges of Hope! Bridges of Hope was pleased to partner with us and to have the opportunity to address us at the Annual Conference. This is a great organization, and they have expressed deep gratitude for our generosity. Thank you to all our members for your contributions, not only this year, but every year. Once again, how our organization has shown its willingness to pull together for the good of those we serve. On behalf of the Legislative & Outreach Committee, thank you so much for your kindness! And a special thanks to the anonymous donor who matched $500 in donations from the MACM Conference!

As we head into the a new year, I look forward to the opportunity to continue to work with the dedicated members of the Legislative & Outreach Committee, the members of the other Committees of MACM, and all the MACM members themselves. This has been a great experience so far, and I am grateful to have been afforded the opportunity to work on so many worthy projects and with so many enthusiastic court professionals. If you would like to join the Committee, or have any questions, concerns, or ideas for the Committee’s consideration, please contact me at wendy.vanduyne@courts.state.mn.us. We look forward to hearing from you!
We held our annual MACM conference this year in Breezy Point. We had 184 members registered to attend the event, which began on Wednesday, September 30 and ended on Friday, October 2. Wednesday started with what has become a tradition at our conferences: the presentation of colors ceremony, performed by the local American Legion Post. After that we heard opening remarks from our MACM President, Annette Fritz, and State Court Administrator, Jeff Shorba. The rest of the conference was spent with plenary speakers Josh Dye, David Schultz and Jody Janati, as well as many breakout sessions on a variety of topics. We are listening to the feedback that you have provided in surveys from previous conferences and have tried to expand the content that we bring to members. Our goal is always to provide quality content and we strive to do this by providing a blend of topics including those that directly relate to our day to day work, as well as those that educate us on other aspects of the system. The survey results from this year’s conference were very favorable, which is great. The planning committees work very hard to bring you a rewarding conference and we are eager to dive into the planning for next year’s event!

In that regard, our committee has engaged in discussions about our location for the 2016 conference, in Northern Minnesota. It became apparent that there were only a few places with adequate conference facilities, in Duluth and Bemidji. We visited the Duluth Convention Center and think that it would be a great place for a future MACM Conference, but unfortunately there was no availability for us in 2016. We are excited to announce that the conference will be held in Bemidji at the Sanford Center and nearby hotels! The dates are: September 28-30, 2016. Stay tuned for more details…

Education Committee Update
By: Monica Tschumper

We held our annual MACM conference this year in Breezy Point. We had 184 members registered to attend the event, which began on Wednesday, September 30 and ended on Friday, October 2. Wednesday started with what has become a tradition at our conferences: the presentation of colors ceremony, performed by the local American Legion Post. After that we heard opening remarks from our MACM President, Annette Fritz, and State Court Administrator, Jeff Shorba. The rest of the conference was spent with plenary speakers Josh Dye, David Schultz and Jody Janati, as well as many breakout sessions on a variety of topics. We are listening to the feedback that you have provided in surveys from previous conferences and have tried to expand the content that we bring to members. Our goal is always to provide quality content and we strive to do this by providing a blend of topics including those that directly relate to our day to day work, as well as those that educate us on other aspects of the system. The survey results from this year’s conference were very favorable, which is great. The planning committees work very hard to bring you a rewarding conference and we are eager to dive into the planning for next year’s event!

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CAAP Wins NACM Justice Achievement Award
By: Cate Boyko (CAAP Manager) and Beau Berentson (Press Release Information)

A new program launched by the Minnesota Judicial Branch to better protect elderly and vulnerable adults from financial abuse has received the 2015 Justice Achievement Award from the National Association for Court Management. The system, MyMNConservator (MMC), replaced CAMPER and is the first and only online mandatory reporting tool for conservators in the country. It provides text and video support for conservators, automatically performs calculations, and provides ready access to expense and receipt details. Most importantly, the system contains built-in “red flag” logic that automatically reviews filed accounts and alerts auditors to possible errors, inconsistencies, or transactions that require further review. Michael Moriarity, 10th Judicial District Administrator and MMC program sponsor hired Cate Boyko as Manager of the Conservator Account Auditing Program (CAAP) to not only hire and manage staff to perform audits of conservator accountings, but to get the new MMC system up and running. Cate accepted the award at the National Association for Court Management conference in Louisville, Kentucky on July 14, 2015.

MINNESOTA JUDICIAL BRANCH

Conservator Account Auditing Program

According to the National Association for Court Management, the Justice Achievement Award was established to “publicly recognize courts and related organizations for meritorious projects and exemplary accomplishments that enhance the administration of justice.” In addition to this national award, the CAAP program also received a 2015 State Government Innovation Award from the University of Minnesota’s Humphrey School of Public Affairs.

Minnesota Courts Are Protecting the Assets of Vulnerable Persons
I love words that start with the letter “C.” Cat, camping, canoe, clouds, corn, caramel, cake, culottes, chocolate, charming, communicate, courts, colleagues . . . you get it.

It’s a complex little letter. Wikipedia notes: “In the Latin-based orthographies of many European languages (including English), a distinction between hard and soft ⟨c⟩ occurs in which ⟨c⟩ represents two distinct phonemes. The sound of a hard ⟨c⟩ (which often precedes the non-front vowels ⟨a⟩, ⟨o⟩ and ⟨u⟩) is that of the voiceless velar stop, [k] (as in car) while the sound of a soft ⟨c⟩ (typically before ⟨e⟩, ⟨i⟩ and ⟨y⟩), depending on language, may be a fricative or affricate. *Here one might ask ‘What the Fric?’* In English, the sound of soft ⟨c⟩ is /s/ (as in cent).” Don’t let this confuse you! Embrace the complexity! You gotta admire a letter that can camouflage it’s self like the Cheshire Cat or a chameleon. Sesame Street has been singing songs to “C” for years describing it as a “character with curves and charisma!”

At the May 6th and 7th Court Business Conference in St Cloud, if I were to choose a theme song for the conference it would have been Sam Cooke’s song *A Change Is Gonna Come*. Lyrics that lament . . . “It’s been a long, a long time coming/But I know a change gonna come, oh yes it will.”

“Change” is one of the most powerful “C” words I know and if I were a gypsy fortune teller, I’d take my Mr. Mojo Risin’ on the road and predict at every stop that organizational change is coming to a courthouse near you. I’d foretell new opportunities, new processes, and new business initiatives are exciting moments that signal great change and disruption. Most of these change efforts require significant adjustments in how judicial staff get their work done. I’d prophesize leaders need the buy-in and commitment of the people who are being asked to change in order to achieve the desired results; to enhance business performance and eliminate paper-based case records in Minnesota courts. My forecasts done I’d wave my trusty monkey claw, shake my tambourine and take my show on down the road. My last prediction being organizations that pursue and embrace change are healthy, growing, and dynamic, while those that don’t are stagnant entities on their way to becoming a dusty mess like a character in a Dickens’ novel.

In a February 7, 2012 Forbes article, “*How to Lead Change: 3 Simple Steps*” contributor Mike Myatt writes that: “Managing change requires key players have control over 4 critical elements:

1) **Vision Alignment** – those that understand and agree with your vision must be leveraged in the change process. Those who disagree must be converted or have their influence neutralized;

   (Continued on Page 9)
Change and the “Rule of C”  

(Continued from Page 8)

2) **Responsibility** – your change agents must have a sufficient level of responsibility to achieve the necessary results;

3) **Accountability** – your change agents must be accountable for reaching their objectives, and;

4) **Authority** – if the first three items are in place, yet your change agents have not been given the needed authority to get the job done, the first three items won’t mean much.

It’s critical you set your change agents up for success and not failure by giving them the proper tools, talent, resources, responsibility and authority necessary for finishing the race.”

For the naysayers in the crowd apply my “Rule of C.”

The “Rule of C” goes like this: If you come to a meeting you will not complain and criticize. You will be constructive, collaborative and come to contribute! Frankly, who has time for whiners when there is so much change camped outside the door?

I do love words that start with the letter “C.” Credibility, commitment, confidence, culture, cordial, credit, celebration . . . you get it!

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**MACM Members Having Fun at the NACM Conference in Louisville, Kentucky, where they held a Derby Event!**

Cate Boyko, CAAP Program Manager; Kate Fogarty, Fourth Judicial District Administrator; Sherilyn Hubert, Litigant Services Manager for the Tenth Judicial District

Smile For The Camera!
Minnesota Women Lawyers Announces its 2015 Annual Awards and the MWL Foundation Law Student Scholarship Recipient

Minnesota Women Lawyers is pleased to announce its 2015 Annual Awards and the MWL Foundation Law Student Scholarship recipient, all to be presented at its 43rd Annual Meeting on May 8th, 2015.

**MYRA BRADWELL AWARD**

MWL is honored to present the 2015 Myra Bradwell Award to The Honorable Pamela Alexander, Fourth Judicial District Court, for expressing the highest ideals of the legal profession and possessing the qualities exemplified by Myra Bradwell such as courage, perseverance, and leadership on issues of concern to women.

From the Award Nomination: “I cannot think of a female lawyer who exemplifies the characteristics of courage, perseverance, and leadership on issues of concern to women more than Judge Alexander…Judge Alexander has persevered in her work on issues of concern to women. During Judge Alexander’s tenure as Executive Director of the Council on Crime and Justice, the Council worked on, inter alia, promoting Minnesota’s expungement law, providing services to victims of crimes including domestic violence and stalking victims, and supporting the Veteran Justice Corps… Judge Alexander has been a leader on many issues of concern to women. She was the first African American female prosecutor at the Hennepin County Attorney's office and focused on sexual assault cases. She was the first African American female and the youngest appointed Hennepin County judge. She also served as the presiding judge of the Hennepin County District Court, Juvenile Division, and as assistant chief judge of the entire bench from 1996-1998… Judge Alexander clearly has dedicated her life to advancing the success of women lawyers and striving for a just society.”
The Best Way To Make Changes That Stick.
Preventnow.com/segip

Have you heard of the State’s Prevent Program? It’s a program where enrolled members work on living a healthier, more fulfilling life. According to the Prevent website:

“Prevent is one of the most engaging and effective ways to reduce your risk for a host of serious, preventable diseases, including type 2 diabetes and heart disease. Using world-class design, personal health coaching, and the integration of web, mobile, and smart devices, Prevent is an innovative approach that combines the behavioral science, social support, and technology necessary to achieve lasting change.”

Program outcomes to date:

- 772 participants have over 5% weight loss
- 3,084 SEGIP members have lost to date: 22,364 pounds – 11 Tons!

Look at these great numbers! State employees have lost over 11 tons!! What a wonderful, free program to become healthier in a variety of ways. And in turn, as an employer, we have happier employees, increased engagement, lower absenteeism, less claims and more. Definitely a win-win in many ways.

For some MJB Prevent Program participants it has been exciting to go to completely unrelated meetings, trainings, and just every day interactions and hear the success stories from so many of the people who are participating.

Graduates from the program have the ability to join the “Sustain” program which is a one year program which follows the initial core Prevent Program. Many of the themes behind the program tie in quite well with Covey’s Seven Habits of Highly Effective People, which is a curriculum used in the MJB for teaching employees how to be more effective and centered.

Find more information and apply at: www.preventnow.com/segip Please note that there are eligibility guidelines to participate in the program.

Feel free to contact Lynn Wagner, who is happy to answer questions about the program. She is currently in the Sustain program.

THE BEST WAY TO MAKE CHANGES THAT STICK.
Plenary Sessions:

State Court Administrator’s Address: Inspired Leadership

Jeff Shorba, State Court Administrator

Jeff Shorba, State Court Administrator, asked the audience, “What inspires you?” Do we have the same need to seek and find inspiration in our work lives for ourselves and for our staff? What happens when we inspire ourselves and our staff? Many of us have the desire to give back, the desire to be a part of a successful organization. And, we all want to find significance in our work. He shared that “Teach for America” has hired more employees from Ivy League Colleges than any other organization. Why is that, why do those graduates seek to serve in a position with meaning, does that organization inspire?

The inspiration scale (2003) findings learned that we are happier and more motivated when we: have stronger motivation and drive to master work; have more creativity; set and accomplish inspired goals; and have more purpose and gratitude in our lives.

No one can choose to be inspired. We find it if we are open to it. We take an interest in our work and others. We seek inspiration.

The Minnesota Judicial Branch has recently been acknowledged for the following: Most effective court governance structure in the country; Court Technology Conference 2015 - Minnesota staff presented at seven sessions highlighting innovation.

Through the “phone a friend” Jeff finds inspiration, it helps him see more clearly what he loves about what he does here in the judicial branch.

We are doing creative and innovative work here in the Minnesota Judicial Branch and we are doing it to the envy of our colleagues across the nation. We have so many opportunities for inspiration in our work. Our work in the branch gives us the opportunity to be smart, improve communities, and change lives.

(Continued on Page 13)
Exposure to inspiring managers and role models also helps inspire others. Five key roles for leaders:

1. Using strategic vision to motivate and inspire
2. Empowering employees at all levels
3. Accumulating and sharing internal knowledge
4. Gathering and integrating external information
5. Challenging the status quo and enabling creativity

Leaders inspire, they share inspiration, they connect to the mission, are part of something bigger, and empower their team to do better and do more.

How would you answer these two questions?

What inspires you?

How do you inspire those around you?

Check out the Jeff’s PowerPoint presentation and speech for more detail.

Jeff Shorba, State Court Administrator
Lead! Create! Your Court & Our World Needs You

**Josh Dye of Convene, LLC and HousingLink**

*Notes by Jessie Carlson, Programs and Ancillary Services Manager, Court Services, SCAO*

Josh Dye kicked off the conference with an energizing and informative presentation on how to be your “best self” and lead in a confident, positive, energetic, supportive, kind and thoughtful way. Josh spoke about many important aspects of leadership. Highlights were: balance does NOT equal happiness, remember the human impact of your work. Leadership is many things: it fails first (try something first and risk failure), includes self-care, endures short term inconvenience for long term gain, speaks to the interest of others with honesty and unselfishness (authentic persuasion), is listening, learning and sharing, respects time, becomes an expert at something, initiates difficult conversations, challenges and changes the current process, takes it personally and, is courage. Josh encouraged conference attendees to implement what we learned at the conference and share it with our colleagues.

Neutrality and Ethics in the Judicial Branch

**David Schultz, Professor, Hamlin University**

*Notes by Patty Amberg, Redwood County Court Administrator*

What does it mean to be ethical in the Judicial Branch?

Do you have to first be ethical as an individual person to be ethical in work? Attributes that describe an ethical person: honest, trustworthy, integrity, magnanimous, high moral character, conscientious in our private life.

What would it look like to describe someone in the judicial branch: hard working, fairness, equal, discerning, knows and follows ethics code of judicial branch, accountable, selfless/putting other people first, impartial and then bring all the personal, individual ethics under the judicial branch employee.

(Continued on Page 15)
David Schultz—Continued: Some values and ethics of public service are: to follow the U.S Constitution and the Bill of Rights, the State laws, to serve the public interest, and maintain neutrality.

Is there a unique ethic for the Judicial Branch compared to other branches of government?

There is a greater commitment to be impartial, less of an advocacy role, an enhanced duty to seek justice, and neutrality.

What is judicial neutrality and why is it important?

Neutrality is a lack of bias for any party; not stating an opinion on the merits of a case; and not judging someone based on their looks.

Neutrality promotes faith and public confidence in the judicial process. It assures everyone they are getting a fair hearing and their day in court; and it ensures what you do, does not affect the outcome of your case. Neutrality keeps you and the court out of politics.

The privilege of public service is more than a paycheck - it is the concept of a calling. We are fiduciaries for the public. For the average person, Perception is Reality!

Branch Updates: What’s Ahead in FY16

Notes by Patty Amberg, Redwood County Court Administrator

**Kim Larson, Business Education and Support Unit, Court Services Division, SCAO**

⇒ The eFile and eServe rollout will be completed in December 2015.

⇒ Minnesota Government Access (MGA) will start with Corrections/Probation on October 21. Information sessions are available for court staff.

⇒ The Order for Protection (OFP) process rollout will take place from October 2015 through January 2016.

⇒ Office 2013 will be rolled out statewide in the spring of 2016.

**Anita Hupfer, Civil Supervisor, Business Practices Unit, Court Services Division, SCAO**

eCourtMN: Part 4

Task Manager: Project Summary

Task Manager is necessary to support a paperless environment for court administrators and judges by providing tools and technology to electronically create, route, edit, sign, and file documents without leaving MNCIS.

There are four pilot locations: Rice County, Scott County, Hennepin County Juvenile, and Ramsey County Civil.

The pilots will receive the new interface and workflows at the end of October 2015, with the next step to pull in another pilot: Morrison County, who will start the reliable & repeatable guide with the rollout in 2016.

Task Manager includes electronic signature and paperless processing in one efficient tool.

(Continued on Page 16)
Katie Sutton, Court Operations Analyst, Business Practices Unit, Court Services Division, SCAO

Re-engineering and EFS Best Practices

The future is less paper, more efiling, changing processes, more tools, and becoming more efficient!

Three new guides for court staff have been created:

- **Business process toolkit**: 16 core processes
- **Facilitator guide**: How to conduct mapping session
- **eFS Best practices**: 24 best practices

Karen Mareck, Deputy Director, Court Services Division, SCAO

Confidential 1 Review Project

Documents assigned confidential 1, will be cleaned-up.

The Court Services Division designed two new posters to help court staff classify documents correctly:

- **I.D.E.A. posters**: identify the document, determine the event, know the exception, ask the questions.
- And know when to deviate from the default.

Future Steps:

- Ongoing document security reports will be run daily to capture confidential 2 events assigned to confidential 1 security level. There will be a quarterly audit/review of pubic 1 and 2 events assigned as confidential 1.
- Regular document security trainings will help staff learn the best practices for classifying documents. Finally, standardizing local business practices will be important to ensure that data is correctly classified.

All court staff should follow the standardized CAPs because we want the experience of a partner agency to be similar across the state.

Closing Plenary: Protect Yourself from Control Dramas

Dr. Jody Janati, Communication Innovation

Notes by Kim Carlson, Business Process Specialist, St. Louis County - Virginia

Jody’s session focused on specific behaviors that cause imbalances in our communication with others, and strategies for effectively addressing these and eliminating drama. The goal is to recognize and understand how these behaviors affect your relationships with people. Eventually, the more you understand someone and the way they behave, the easier it is to forgive them. Jody began by pointing out four profiles of behavior that can cause drama:

**INTIMIDATOR – POOR ME – INTERROGATOR – ALOOF**

She used personal examples of verbal exchanges with members of her own family to demonstrate each type of behavior. She also had members of the audience recognizing themselves in her examples. Along with this, she explained how someone dealing with these will experience the control drama and gave tips on how to negate the behavior.

At the conclusion Jody suggested that certain combinations of profiles are more conducive for friends and alliances, and certain combinations might work better in the area of attraction and compatibility. In summary, if we can recognize and understand certain behaviors in ourselves and others, we can try to defuse the negative patterns and eliminate drama in our relationships.
“The ADA & Working Effectively with Customers with Disabilities”

**Jim Ramnaraine, ADA Coordinator, Hennepin County**

*Notes by Jessie Carlson, Programs and Ancillary Services Manager, Court Services, SCAO*

This session provided a general overview of the federal Americans with Disabilities Act (ADA), distinguishing between the ADA definition of disability and our definition. The presenter gave examples of how our culture views persons with disabilities, helping attendees acquire greater sensitivity and awareness. Attendees learned the ADA Public Service Requirements: physical program access, communication access, reasonable modifications to policies and practices, and services provided in the most integrated setting. Also covered were the ADA provisions with respect to employment and “reasonable accommodation” under the ADA. Attendees also shared examples of ADA-applicable situations encountered in their courts and how they dealt with them.
Crisis Management & “The Connection Factor”

**Michelle Nelson, QI Compliance Officer**

Notes by Laurie Alleman, Court Operations Supervisor, Anoka County

Michelle Nelson presented the break-out session entitled “Crisis Management & ‘The Connection Factor,’” for which we received positive feedback. Michelle’s message stressed the power of words, and she focused on several thought provoking issues:

- Perception versus reality – a customer’s perception of how they are treated is their reality;
- Conflict cycle and counter aggression - customers who are anxious, stressed and or have behavioral issues may sometimes cause problems but that the problems they cause are not the cause of their problems;
- What we see may not be what they see.

Michelle used examples of situations that occurred in her life which we could all relate to. Finally, Michelle reinforced how we aren’t going to change anyone through our few minutes with them. People are who they are and we have to learn to deal with them as they are.
Ethical Leadership in the Judicial Branch

**David Schultz, Professor, Hamlin University**  
Notes by Jeri Boetcher, Human Resources Manager, First Judicial District

This breakout followed a plenary session by Mr. Schultz and allowed participants to consider and interact on additional ethical questions. Throughout the session, participants considered what it really means to be an ethical leader in the MJB. Is there a relationship between who we are and the characteristics present at work? We strive for harmony between who we are and what we do. He challenged us to think about the situation from three different perspectives - organization, stakeholders, and self. He recommended we have discussions with our staff regarding mission & ethics – a broader conversation.

Dr. Schultz shared some Calvin & Hobbs wisdom for thought - Do you think people judge us by what’s in our hearts or by what we do? People infer what’s in our hearts by what we do.

Steps/tests for ethical decision making:
- The sleep test; could I sleep well at night?
- The mirror model – could I look myself in the eye?
- What would it look like on the evening news or the front page of the paper?
- Discuss it with a couple, confidential colleagues.
- Still in doubt? Run it by Legal.

Three-part test:
- Does the choice further the mission and values of the courts?
- How does it impact critical stakeholders?
- How does it mesh with my personal ethics/morals? (At the end of the day, how do I feel about it personally?)

Finance 101: Fun with Your Financial People

**Matt Ditter, Accounting Officer, SCAO**  
**Linda Herman, Finance Manager, SCAO**  
**Dan Ostdiek, Branch Finance Director**

Notes by Connie Gackstetter, Education & Organizational Development Manager, SCAO, and Ona Pradhan, Training & Development Specialist, Ramsey County

“State Finance can be fun!” Presenters demonstrated this by through their lively presentation, polling and copious chocolate bar rewards! In all seriousness, MJB State Finance plays a critical role, important to all managers and staff. They collaborate with leaders to plan, monitor and manage the over $662,000,000 MJB budget, accounting for only 1% of the funds allocated by the state legislature. State Finance also oversees funding fiscal operations and our financial and business systems services.

(Continued on Page 20)
Finance 101—Continued:

The MJB budgeting formula is critical to maintain consistent operations despite our many technological changes. While 82% of the budget is allocated for funding Trial Courts, leaders have agreed to manage our budget with “off the top” funding for statewide needs for technology development, purchase and maintenance and in some ways, off the bottom, to dedicate unspent funds to “unfunded needs” to fund time limited projects and one time expenditures (i.e. broadband expansion, session works).

Business process improvements over the last few years have included a new purchasing system, a contracts database and a close working relationship with the MJB auditing office to ensure effective oversight and fiscal practices that reduce risk. While State Finance has numerous resources, sometimes you just need help. Staff are knowledgeable and available to explore and respond to all questions, and additional help can be found on SharePoint and submitted through the help desk.

This session was highly interactive, open to questions and made fun by the presenters!

Session Objectives, which were definitely accomplished were to provide court managers with overall view of:

- State Court Finance Responsibilities
- District Revenue Reports
- Budget Process and Reports
- Common Audit Findings
- What’s new / What’s coming in Finance?
- There are two main areas of State Court Administration Finance: Budget and Fiscal Operations Financial and Business System Services

The audience had great input and questions regarding allocation of budget, and had many questions on authorized usage, and information required for reconciliations.
Finding the Fit:

How to Leverage Job Posting Language and Interview Questions to Identify the Right Candidate for the Job

**Martha Rosenquist, Human Resources Coordinator/Recruiter, Fourth Judicial District**

Notes by Krista Sandhoefner, Court Operations Supervisor, Fourth Judicial District

Martha Rosenquist led very engaging and enlightening breakout sessions titled: “Finding the Fit.” Martha serves as Human Resources Coordinator–Recruiter in the Fourth District. She has worked in the human resource field for over six years with an emphasis in recruitment and hiring and has been instrumental in customizing the recruiting process within the Fourth District. Her expertise and innovative recruitment methods are a tremendous asset!

Martha presented the steps used in the recruiting process: craft a posting to attract the best; then develop good interview questions which will reveal the qualifications of your candidates. Creating a customized rating scale for the interviews will further assist in analyzing qualifications and experiences to determine the best candidate.

Martha also discussed a few general best practices with the recruiting process giving some very practical and useful tips. An example of an interview tip she presented included discussing the positives of the position as well as the drawbacks in an effort to ensure the candidate continues to have interest in the position.

A special thanks to Martha for speaking at the MACM Conference and sharing her expertise and good advice in the recruiting process.

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Minnesota’s Violent Crime Enforcement Teams

**Brian Marquart, Statewide Gang and Drug Coordinator**

Notes by John Hultquist, Drug Court Coordinator, Fourth Judicial District

Minnesota’s Violent Crime Enforcement Teams are coordinated by the Minnesota Department of Public Safety. There are 23 Violent Crime Enforcement Teams in the State.

The Teams are State and federally-funded and are composed of multi-jurisdictional law enforcement agencies.

(Continued on Page 22)
Drug Trends:
Drug use in Minnesota continues to be a problem. There are more drug fatalities in Minnesota than motor vehicle deaths.

- Methamphetamine use has grown exponentially in recent years. The number of meth labs in the State has decreased. Most meth is imported from Mexico. The purity level is higher.

- Heroin seizure numbers are high. Heroin is cheap and prices have remained constant. Most heroin deaths are from people who recently completed treatment and their body is no longer tolerant to the drug.

- Prescription drugs are abused more than cocaine, hallucinogens, heroin and inhalants combined. There are prescription drug drop boxes in nearly all law enforcement offices in the State.

- Synthetic drugs continue to be a problem, in spite of efforts to curtail their sale in head shops. Most synthetic drugs are bought from the internet. They remain difficult to control because their formula is easily changed, which makes them difficult to prosecute.

- Butane hash oil is an illegal manufacturing method that results in 80 – 90% purity of THC. It’s also difficult for prosecutors to determine charges because it’s an extract and drug charges are based upon weight.

- Marijuana edibles that are being brought into Minnesota from Colorado are on the rise after the legalization of recreational marijuana products in Colorado. They’re marketed as candy and therefore appealing to children. They are also difficult to prosecute. How do you determine their weight?

- Powdered cocaine arrests have seen a steady decrease over the past six years.

- Marijuana is not a primary focus of the Violent Crime Enforcement Teams unless it is a large quantity.
Gang Trends:
National gangs are losing influence to smaller hybrid gangs. Hybrid gangs:
♦ Are younger and more violent;
♦ Are primarily young African American men;
♦ Adapt identification to avoid law enforcement.

Most drug trade through gangs comes from the Mexican cartel. Graffiti or “tagging” their turf is being replaced by social media. Marijuana and heroin trafficking have overtaken cocaine trafficking.

Gang challenges for law enforcement:
♦ Threats to witnesses
♦ Court security issues with informants
♦ Using new technology in their work.

Examples:
Gangs no longer keep track of who owes who how much on printed ledger books. They now use cell phones and the encryption is unable to be opened by law enforcement or the phone company;
Magnetic strip cards, such as hotel room key cards, are used for storing money, like a pre-paid credit card.

Negotiating Change

Robyn Boche, Education & Organization Effectiveness Consultant
Notes by Lynn Wagner, Labor & Employee Relations Manager, SCAO

We were excited to have the talents of Robyn Boche back with us at the Judicial Branch. Robyn facilitated a very interactive session on Negotiating Change. She defined change as an event that occurs when something new starts or when something old stops. It’s an event. She described the difference from “Transition” which is defined as Internal, psychological process people go through to come to terms with change.
Robyn Boche—Continued:

Robyn walked us through the thirteen key points regarding Negotiating Change:

1. Develop a compelling vision
2. Change is a journey, not a blueprint. May need to change the plan as you go along
3. Understand and own the past
4. Identify all people who are affected or need to be involved
5. Start your plan where people are most receptive
6. People don’t resist their own ideas. Get those against the change involved in the planning
7. Establish a darn good reason to change
8. Say it once, say it twice, say it again – Communicate!
9. Encourage the heart. Continue to validate feelings
10. Show results early and often
11. Prepare for “implementation dip”
12. Facilitate, rather than just train
13. Recognize every person is a change agent

Plunging Productivity

**Josh Dye of Convene, LLC and HousingLink**

*Notes by Jeri Boetcher, Human Resources Manager, First Judicial District*

Josh Dye followed his plenary session with a break-out on “Plunging Productivity.” Participants explored a bit deeper the complicated workplace culture and how various factors including generational differences, talent, individual motivation, and personal life issues impact productivity. He used several poll/text questions to engage participants and gain a better understanding of our work environments. Poll questions inquired of the audience:

What generations do you feel are looking for:
- A collaborative work culture.
- Consistent, straight feedback.
- Someone willing to mentor and coach.
- Opportunity for professional development.
- Flexible schedule

Some insight from this session:

- This is the age of the individual.
- Do we take advantage of things that we don’t offer to our employees? Do we offer flexibilities and kindnesses equally?
- Transition and flexibility in the court environment can be difficult because the structure is very formal.
- The importance of helping different generations to connect and appreciate each other.
- Without a fulfilling personal life, we will never have a successfully work like.
- Our biggest concern may not be the great employee that leaves, but the mediocre one that stays.
- Do employees know what’s expected of them – specific, actionable feedback?
Josh Dye—Continued:

Recommended reading: The Trifecta of Engagement

Speaker and participant tips for better managing email:
- Turn off notifications.
- Batch email time (only check it 2-3 times a day). May need to let people know you are moving in this direction. Example – I will be checking my email at 10, 2, 4.
- Use folders, filters and rules.
- Carbon Copy Folder: sets rule to go there and checks it less frequently.
- Unresolved folder – for those items replied to but not finished.
- Challenge yourself to handle all current email.
- “No reply to this email is necessary if we are resolved and good to go.” (Use “NRN” in subject line.)
- “EOM” – end of message; can be added to subject line if it contains the full content. Website called “Slack” for internal communication. Can help reduce email.
- Stop copying everyone.
- Unsubscribe from newsletters. (Not the MACM Newsletter though!)

Preparing for a High Profile Trial – A Case Study

Beau Berentson, Director of Communications and Public Affairs
Kyle Christopherson, Communications Specialist
Honorable Mary J. Theisen, District Court Judge
Rhonda Franken, Court Reporter

Notes by Kim Carlson, Business Process Specialist, St. Louis County – Virginia

Beau and Kyle presented an informative session based on their real-life experience helping the local court deal with media requests and presence during the high profile case of State of Minnesota v. Brian George Fitch, Sr.
United States Marshals Service: Protecting the Courts since 1789

Sharon Lubinski, US Marshall for the District of Minnesota

Notes by Monica Tschumper, Wright County Court Administrator

Sharon Lubinski, U.S. Marshal for the District of Minnesota presented. Sharon was nominated by President Obama in October, 2009 and was confirmed by the United States Senate in December, 2009. She has 38 years of law enforcement experience and has served as a U.S. Marshall for 6 years.

The U.S. Marshal Service is the oldest federal law enforcement agency in the United States. Their primary role is to protect the federal courts and judiciary, including Supreme Court Justices, Federal District Court Judges, Bankruptcy Judges, 8th Circuit Judges and U.S. Attorneys. They do much of their work “under the radar.” Sharon indicated: “Their mission was national, their methods were local”. She noted that the most public side of the Marshals is the national and international fugitive program. Sharon shared statistics about the number of people these programs have protected, relocated, and given new identities to. She also discussed their duties with transporting federal prisoners and indicated they could be in any of your courtrooms at any time, and you would not know it. They may appear in your courtroom if there is a defendant who has involvement with both our local and the federal court systems.

The District of Minnesota has six office locations; their primary location is in Minneapolis, with other locations in St. Paul, Duluth, Fergus Falls, Rochester and Bemidji/Red Lake.
2015 MACM AWARDS
By: Aaron Williamson, MACM Membership Services Chair
Photos Taken By: Susan Love

Awards and Recognition

Marieta Johnson, Andrew Pieper, Paul Maatz, Vicky Carlson, and Christa Tum Cuc

(Continued on Page 28)
COACH/MENTOR OF THE YEAR:
Christa Tum Cuc, Fourth Judicial District,
Juvenile Court Operations Manager

Christa is completely committed to performance and increased outcomes by continually providing feedback to her staff when it is needed. She consistently inspires staff to fully embrace new procedures and new initiatives by having a positive attitude but also discussing openly with staff regarding information about new changes. Christa has found thoughtful and meaningful ways to collect ideas and information from the staff in order to implement new procedures throughout Juvenile Court. And she continually shows her support of staff through different committees she has created such as the staff advisory committee and the procedures workgroup committee. Christa is constantly at the pulse of what is going on throughout the court system and is always at the helm of what the “next steps” involve. Christa’s mentality regarding change is not whether we are going to do something, but how we are going to achieve it successfully. Christa has also taken the time to help court users understand the e-filing system by answering questions and providing training. Christa also initiated the “video project” in Juvenile Court to help court users know what to expect when they come to court. She embraces everything in a positive light and lets her excitement show about new changes throughout the courts. Above all, the coach/mentor of the year in 2015 is consistent with her follow-through. Using all of these skills, she has gained the trust of her staff, the bench, and court partners.

Congratulations to MACM’s 2015 Coach/Mentor of the Year, Christa Tum Cuc!
EARLY CAREER EXCELLENCE AWARD:
Andrew Pieper, Fourth Judicial District Deputy Administrator

In just over three years, Andrew has demonstrated an instinctive ability to earn the respect and trust of others throughout the justice system, to lead by example with a high degree of character and integrity, and ultimately deliver results for the judges, court staff, and citizens of the Fourth Judicial District and the State of Minnesota.

Andrew Pieper was initially hired as a court operations analyst with primary responsibility for preparing, monitoring, and analyzing district court budgets. In his previous budget analyst role, Andrew quickly established himself as a trusted and credible force to guide the Fourth District judges’ budget and executive committee in making decisions regarding district financial resources. He has rewritten and simplified budget reports making it easier for judge committee members to understand the critical information being presented in them.

Instead of waiting to react after the fact, Andrew anticipates issues and does all he can to enable decision makers to get out ahead and be proactive about managing potential problems, always prepared to offer possible solutions. Andrew has been instrumental in leading one of the most ambitious building and remodeling agendas the court has seen since becoming state funded in 2004. Key facilities projects that Andrew is leading include numerous projects intended to locate more court staff and services behind weapons screening. One judge with whom Andrew regularly works described him as follows: “In terms of dependability, Andrew is an absolute rock. Furthermore, he’s not just good at his job; he’s great fun to work with. Part of what makes him such a valuable resource is his approachability – he makes unraveling complicated financial problems almost a pleasure.”

Andrew defines career excellence through his relentless motivation, track record for delivering results, extraordinary ability to build and maintain professional business relationships, and ability to organize, direct, manage, and deliver results on projects. He has a proven track record of being able to work effectively with peers, judges, court staff, and partners. He is highly skilled at recommending and implementing ideas to improve services and realize cost-savings and, we believe, one the most innovative leaders in the Minnesota Judicial Branch.

Congratulations to Andrew Pieper as MACM’s 2015 Early Career Excellence

(Continued on Page 30)
DISTINGUISHED SERVICE AWARD:
Vicky Carlson, Scott County Court Administrator

This year’s Distinguished Service Award winner has worked for the Minnesota courts for over 26 years. She is most deserving of this award as she has also played very important roles in court management associations such as MACM and NACM. In this regard, she has not only had an impact on court administration in Minnesota, but throughout the country. Vicky Carlson is currently serving as the MACM Past President. Prior to being MACM President, and Membership Services Chair, she was a committee member who actively engaged in all activities of that committee including preparing award nomination forms, squaring away vendor show details, implementing the newsletter, and various other membership activities. She has played an important role in encouraging members to step up as committee chairs and has been there for support all along the way. Vicky has been a mentor in this respect, and she sees the potential in others and makes a point of helping to develop their skills and talents, for the good of the court management profession. She has brought numerous ideas from NACM back to Minnesota for consideration, and has implemented several of those, including how to grow and expand the association membership. It is the role of the MACM committees to generate ideas and follow through to prepare the annual conference and Vicky is an inspiration to others in her contributions. Vicky goes above and beyond to help others with MACM. We observe her efforts and commitment to MACM and anticipate that same level of energy to the office where she serves as court administrator and represents the Minnesota Courts.

Please join us in congratulating Vicky Carlson as MACM’s 2015 Distinguished Service Award recipient!

Monica Tschumper, Vicky Carlson, Annette Fritz and Aaron Williamson
CHAMPION OF CHANGE AWARD:
Marieta Johnson, Sixth Judicial District Administrator

MACM’s “Champion of Change” award recipient for 2015 is an individual who personifies the qualities outlined in the Champion of Change award criteria. She is truly a persuasive and charismatic leader who is committed to ensuring that change is easier for all employees. She demonstrates her personal commitment by putting effort into articulating her vision for the change she believes is important. When that vision is combined with her approach to life and work – make it fun, engage people, ask the tough questions to get answers that will allow ideas to materialize – change will happen! While there have been many examples throughout this individual’s career when she has exhibited her strong skills as a champion of change, and her patience and persistence in bringing about change, this award nomination highlights a recent example of Marieta Johnson as “Champion of Change.” In the summer of 2014, Marieta Johnson, Sixth Judicial District Administrator began sharing her vision for centralized operations in the Sixth District. With the move to an eCourt environment, she was able to see and articulate the efficiencies which were possible in this new environment. In her role as the District Administrator she has been able to remove barriers to allow court administration to make the necessary changes. Working with court administration, Marieta took the necessary time and asked the right questions to help them determine what needed to be done to move the Sixth toward centralized operations. With her background in court administration, her willingness to make the tough decisions and support court administration in any way needed, she was able to see her vision come to fruition. And the timeline for her vision to come to fruition is astounding!

Congratulations to MACM’s 2015 Champion of Change recipient, Marieta Johnson!

(Continued on Page 32)
LIFETIME ACHIEVEMENT AWARD:
Paul Maatz, Ninth Judicial District Administrator

When thinking of worthy recipients of the MACM Lifetime Achievement Award, this individual is hard to overlook. Throughout his 36-plus year career with the Minnesota Courts, this individual has literally seen and experienced it all. Paul is held in high regard by the bench, court managers, and staff alike. Paul has led a small court, large court, and judicial district. He has committed himself to continually watching out for his jurisdiction, and to arguing for the best interests of rural courts, all while maintaining a focus on the judicial branch as a whole. Paul is, and has always been, a fiscal hawk ensuring that public resources are used prudently and appropriately. Paul allows court managers to be managers. Rather than micro-manage, Paul provides support, advice, and guidance and then encourages people to resolve issues and problems themselves. Paul is interested in what’s best for the courts, and not what’s best for himself. He is absolutely about the judicial branch and not about self-promotion. Paul would prefer to do work, and then let others step forward and take the credit. Paul is the consummate professional. He is always even keeled and rarely rattled. His approach instills a sense of calm and the feeling that everything will be alright. Paul has been a leader in the Minnesota Courts for many years and has spearheaded change locally and statewide. When Paul started, the courts were still handwriting in books. Now we are “e” everything. Paul was a leader throughout all of that change. His quiet approach to leadership is appreciated and seen as a sign of strength by those who work with him, and for him.

Congratulations to MACM’s 2015 Lifetime Achievement Award Recipient, Paul Maatz!
Paul Maatz with Friends from the Ninth District

Vicky Carlson hugs Monica Tschumper

Andrew Pieper Accepting His Award and with Christa Tum Cuc and Friends From the Fourth District.
2015 New MACM Members

**May:**
- Amanda Bloodsaw, Court Operations Supervisor – Hennepin County, Centralized Records
- Kim Pohlmann, Court Operations Supervisor - Todd County
- Janette Meyer, Court Operations Supervisor – Le Sueur County
- Rich Gutsche, IT Manager (PMO), SCAO
- Bill Reichert, 7th and 9th District Network Supervisor, SCAO
- Millissa Rising-Knudsen, Court Operations Supervisor – Hennepin County, Conciliation Court
- Tammi Lillo, Court Operations Supervisor – St. Louis County
- Corey Ehlebracht, Manager, Develop & Software Services – SCAO
- Chris Broughton, IT Supervisor, 6th District

**June:**
- Kayla Littler, Court Operations Supervisor, Beltrami and Cass Counties
- Rebecca Mittag, Court Operations Supervisor, Freeborn County
- Jody Nelson, IT Supervisor, Eighth District
- Brandon Randolph, Infrastructure Manager, SCAO IT
- Susan Swanson, Court Operations Supervisor, Stearns County
- Jeff Syvoraphane, IT Manager, Ramsey County

**July:**
- Carissa Scholz, Court Operations Supervisor, Hubbard & Clearwater Counties
- Geri Tresselt, Administrative Hearing Officer Supervisor, Washington County
- Ona V. Pradhan, Judicial Training & Development Specialist, Ramsey County

**August:**
- Kris Schultz, Court Operations Supervisor, Steele County

**September:**
- Sherri Gaudette, Business Process Specialist, Hennepin County
- Eli Hart, Human Resources Manager, Ramsey County
- Anita Hupfer, Civil Supervisor of Business Practices Unit, SCAO
- Therese Kadrlik, Court Operations Supervisor, Scott County
- Carla Lawrence, Court Business Systems Coordinator, Fifth Judicial District
- Lidia Morales, Court Operations Manager – Criminal Division 1, Hennepin County
- Andrew Pieper, Deputy Judicial District Administrator, Fourth Judicial District
- Melissa Peterson, Business Process Specialist, Hennepin County
- Laree Robards, Court Operations Supervisor, Wadena County
- Adrea Youker, Court Operations Supervisor, Lake and Cook Counties

**November:**
- Penny Kandt, Clerk of Court, Lower Sioux Indian Community
- Janell Peterson, Court Operations Supervisor, Stearns County
Hennepin County District Court Hosts Community Listening Session for Law Day

By: Nancy Peters

Hennepin County District Court hosted a community listening session at North High School in Minneapolis on April 30, 2015, 6:30-8:00 PM, to commemorate Law Day.

Judges and court staff volunteered with enthusiasm to participate in small group discussions to hear the public voice their concerns and suggestions about coming to court and to better understand the public’s perception of their court experiences. Feedback from prior listening sessions has helped the court implement improvements.

The Law Day theme was “Magna Carta 800” to remind us of all the ways that we strive to provide equal access to justice in Minnesota.

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Judge Nicole Engisch, Fourth Judicial District Equal Justice Committee (EJC) chair, commented, “The discussion was heartfelt and constructive, with many ideas for us to take back, discuss, and transform into tangible improvements that we can implement in our court. It was also helpful for us to hear the genuine concerns of those whom we serve and for them to know we care and sincerely want to reduce the intimidation and confusion so many experience.”

Working together, the goal of the MJB Committee for Equality and Justice and each judicial district EJC is to achieve equitable treatment for all individuals in the court system. Additionally, the mission of the Hennepin County District Court is to provide justice through a system that assures equal access for the fair and timely resolution of cases and controversies.

Neighborhood organizations spreading the word about the listening session included Turning Point, Hope Community, Juxtaposition Arts, Neighborhoods Organizing for Change, Legal Aid and Minneapolis Public Schools.

One of the participants shared, “Turning Point has been great, they have taught me so much and that I have a debt to pay. I thank each and every one of the judges on down, I appreciate the time I had to share this with you, and hopefully we can get somewhere with mental illness issues here.”

A Community Dialogue full report is available on the MJB website.

Photos by Susan Love
District Updates - Continued from Page 36

Fourth Judicial District

MINNESOTA JUDICIAL BRANCH
FOURTH JUDICIAL DISTRICT

2015 Recognition Awards

Leading by Example Award:
Jenny Miller*, Deb Carpenter, Kathy Loomis*, Joshua Skaar and Allison Holbrook*

Bright Idea Award:
Krista Sandhoefner* nominated by Sarah Lindahl-Pfieffer* and Katie Brey*

Excellence in Service Award:
4th IT Help Desk Team: Nick Jost, Brian Kluge, Tim Kraus and Clarence Wilson

* Denotes MACM Member
Fourth District 2014 Steven A. Pihlaja Award Winner: Philip Krasowski
By: Kate Fogarty (Fourth Judicial District Administrator)

The Steven A. Pihlaja Award is given to a justice partner serving the community or advancing the cause of justice in the Fourth Judicial District. The award is presented annually to a justice partner who exemplifies the highest level of judicial excellence, integrity, fairness and professional ethics.

It is a pleasure to announce the 2014 Steven A. Pihlaja Award winner is Philip Krasowski, a volunteer in the Fourth District Mental Health Court. Mr. Krasowski was one of the five very worthy nominees considered by the Fourth District Executive Committee at the September 14th meeting. The plaque presentation occurred at the October 5, 2015, full Bench meeting.

The dedication, commitment and selfless support provided by Phil and others is a vital component to the success of our court.

Please join me in congratulating Phil for his service in our Mental Health Court.

Fourth District Chief Judge Peter Cahill and Philip Krasowski

(Continued on Page 39)
Steven A. Pihlaja Award Winner: Philip Krawowski Continued—

Judge Quam and Referee Schumacher submitted the nomination:

Nomination by Fourth District Referee Anthony Schumacher:

Phil is a 67-year-old RN who has worked on the psychiatric units at the HCMC for 20 years. Most of his time is spent in our Mental Health court. He does a superlative job. He is always professional. He is very compassionate with our patients, has an understanding of the struggles our patients are going through, and is able to develop a rapport with most of them. As a result, he is able to facilitate settlements of cases, which saves our Court’s resources, and is a less stressful, more humane resolution for our patients. Phil has saved our Court hundreds of thousands of dollars over the past two decades.

Phil understands our commitment statute and how it should work, so he can withdraw Petitions that are too weak to pursue or that are not in the best interests of a patient. That requires courage. Phil is personable, upbeat, relating well to the attorneys, examiners and hearing officers in this Division. Commitment is an extraordinarily stressful process for our patients and their families. Phil is a comforting presence for the families of our patients.

We have a longstanding problem with getting psychiatric beds for patients. We have patients who need to be hospitalized on short notice because they are too sick to remain in the community. We have MI souls in our jail, where they do not belong. Phil does all he can to find beds for them. This is a very important function for us.

In his spare time, Phil is busy visiting patients in the community, administering medications and making sure they have their basic needs.

Nomination by Fourth District Judge Jay Quam:

I strongly concur in the nomination submitted by Anthony Schumacher when he nominated Philip Krasowski, RN, Hennepin County Medical Center, for the 2014 Steven A. Pihlaja Justice Partner Award for exemplifying advances in the cause of justice; and/or the vision of the Fourth Judicial District.

I couldn’t say it better that Referee Schumacher did, so the reasons contained here are the same as in his separate nomination. Having worked with Phil for over 3 years, I saw with my own eyes the phenomenal work Phil does on behalf of the citizens of Hennepin County.

Congratulations to Mr. Krasowski, and thank you for your service to the Fourth Judicial District.

This award celebrates just one of the numerous justice partners—the unsung heroes—that contribute to the progress, innovation and/or efficiency of Hennepin County District Court.
Congratulations to two exceptional MACM members on their graduation from the ICM Fellows Program!

Two Tenth Judicial District leaders graduated from the National Center for State Court’s Institute for Court Management Fellows Program, achieving one of the highest honors in the profession of court management.

**Congratulations to MACM Members:**

**Kris Cunningham** – Chief Deputy Washington County Court Administrator, Stillwater, MN
Research Project: [ECourts Opportunity for Business Process Changes](#)

**Monica Tschumper** – Wright County Court Administrator, Buffalo, MN
Research Project: [Mental Health and the Courts: Urban vs. Rural](#)

The ICM Fellows Program requires completion of the Certified Court Manager Program and the Certified Court Executive Program, along with an extensive research project and paper. There were 22 graduates in the 2015 Program. Also graduating was former Wright County Court Administrator and MACM Education Committee Chair, Peggy Gentles, who is now a probation officer in Eagle, Colorado.

Other ICM Fellows Program graduates from Minnesota include: Vicky Carlson, Catherine Brey, Pam Kilpela, Paul Maatz, Annette Fritz, Sherilyn Hubert, Kathleen LaCosse, Kay Pedretti, and Lynn Wagner.

Find more information on the ICM Fellows Program on the [NCSC website](#). And feel free to contact [Lynn Wagner](#) with any questions about the program.

(Continued on Page 41)
District Updates - Continued from Page 40

Tenth Judicial District

2015 National Center for State Court’s Institute for Court Management Fellows Program Graduates

(Front row, middle: Kris Cunningham, Peggy Gentles, Monica Tschumper)
In an effort to respond to the growing number of self-represented litigants, the Tenth Judicial District opened a new Rule 110 Self-Help Center (SHC) in Anoka County. The SHC, which officially opened to the public on June 1st, serves residents from throughout the 10th Judicial District, which includes Anoka, Chisago, Isanti, Kanabec, Pine, Sherburne, Washington and Wright counties. “Ensuring that our justice system is open, fair, equitable, and understandable is one of our highest priorities in the Judicial Branch,” said Tenth Judicial District Judge Bethany Fountain Lindberg, who chaired the district’s Self-Help Center Steering Committee. Sheldon Clark was hired as a Self-Help Professional to get the SHC up and running and currently is the only employee hired and funded by the 10th District. Sheldon attended law school at William Mitchell, during which he worked for the Ramsey County Attorney’s Office in the Civil Division. Sheldon began working in the 10th District in 2008 as a law clerk in Anoka. In 2011 he left to practice law with a local firm, but preferring the government sector he returned to the 10th District as a law clerk in Wright County. He began setting up the 10th District Self-Help Center in April 2015, after consulting with the Hennepin and Ramsey Self-Help Centers as well as the State Self-Help Center. A "soft opening" was held in May 2015 in an effort to determine appropriate hours of operation and assess needs prior to the public grand opening in June. The SHC is available to provide information and resources Monday through Thursday, from 9:00 a.m. to 11:30 a.m. and from 1:30 p.m. to 3:00 p.m. In addition, he is available by phone on Fridays between 8:00 a.m. and 3:00 p.m. and will also accept questions from self-represented litigants in the 10th district via an e-mail address.
Monica Tschumper was welcomed into Wright County as the Court Administrator on March 3, 2015. Monica came to Wright County after serving as Court Administrator in Isanti County for almost 6 years. In addition to working with Wright County staff, the bench and stakeholders, Monica looks forward to implementing all the new processes coming our way. Monica states, “The court system is evolving and it’s important that we are thoughtful and communicative when implementing these new processes. It is important to me that my bench and staff have the resources they need to continue to perform the important work of the Branch. It is equally important that we provide excellent customer service and guide our customers to the resources available to them.” The biggest surprise she’s encountered with coming to Wright County is how easy it has been to assimilate. Wright County judges and staff have been so welcoming that she feels like she’s been here much longer than 5 months. Monica’s been impressed with Wright County staff’s knowledge, work ethic and dedication to the branch. Although Monica is excited to start this new phase in her court career, she does miss the great people she worked with in Isanti County.
New Court Administrators in the Tenth (Continued)

Sharon Schubert began her new role as the Court Administrator in Kanabec County on March 2, 2015. Sharon is excited to lead Kanabec County in the transition to a technologically based court while working in a physically historic courthouse. She states, “The blend of new and old is exciting, and reminds me why I love the Judicial Branch.” Sharon has received great support from all of the court administrators in the 10th District, the 10th District Administrative staff, Judge Stoney Hiljus, the local stakeholders, and most of all, the Kanabec County Court Administration staff who are so knowledgeable and engaging. Prior to Sharon’s appointment as the Kanabec County Court Administrator, she was a Court Operations Supervisor in Wright County for over 16 years and a Lead Worker/Senior Court clerk in Stearns County for 17 years.

(Continued on Page 45)
New Court Administrators in the Tenth  (Continued)

**Tracy Gullerud** started her position with the Tenth Judicial District on March 31, 2015, as the Court Administrator for Isanti County. Tracy’s 11 years of experience in the Executive branch and 7 years in the judicial branch have helped to prepare her for this new endeavor. Tracy feels like her personality and management style are perfectly suited for the challenges of being a Court Administrator in a smaller courthouse. She not only feels blessed to work with a truly great team in Isanti County but she also has a wonderful support system in TAG (Tenth Administrators Group), the district staff, her family: husband Paul and her 3 children. Tracy states the “emails are off the charts” and “the meetings and hours of post work they generate is maybe a little shocking” but she loves that she’s learning new things every day.
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 Millissa Rising-Knudsen. Millissa is a Court Operations Supervisor in Hennepin County, for the Conciliation Court. She has been with the Judicial Branch for twenty (plus) years.

“I remember when we had to use 3-part forms and had to write very hard so the third copy was clear enough to read. Hand cramps!”

My dream job would be: I would be the most highly sought after wedding planner. Since I am not so creative, I suppose David Tutera has nothing to worry about then. His job is safe.

Most passionate about: My genealogy hobby has helped me uncover some pretty interesting family history. I have gathered hundreds of documents and photos. My tree dates back to the 1400’s and contains nearly 4,000 people. And I have to mention my passion for traveling. Always anxious to hit the road or the skies. Some of my best trips have been last minute little getaways.

My personal mantra: “Try to be a rainbow in someone’s cloud.” - Maya Angelou

Pet Peeve: When the lotto computer doesn’t pick my numbers.

The Top 3 highlights of my life have been: There is no doubt that the birth of my children and grandchildren are highlights as well as my wedding to the love of my life on the beautiful Oregon coastline. Life to me is about family and friends and making memories that last and I have made many over the years.

What would people be surprised to know about you: I am recently ordained and I am eager to perform my first wedding ceremony. Oh and I am older than I look. I won’t spill the beans here, but people always seem to be surprised when they hear that I have grandchildren.

A favorite memory: I celebrated my 13th birthday by throwing a slumber party with 13 girls and 13 scary movies. Still not sure if my mom was cool to allow the scary movies or lacked a bit of judgment. Either way I turned out ok.

On my Bucket List: I really want to go skydiving which is odd since I am scared of heights. Who’s in?

What do I like best about working for the Judicial Branch: I love being part of a bigger system...knowing that even the smallest thing that I do can make a difference to someone or to the courts in general. I particularly enjoy working in the 4th District and taking part in pilots and projects which have been spotlighted nationally and have even become standards for other courts.
Shay Cleary named Deputy Director within the Information Technology Division (ITD)

Shay Cleary has accepted the position of Deputy Director within the Information Technology Division (ITD). In this new role, Shay will initially focus on infrastructure (network engineering, operations & database administration) and client (network specialists) support.

Shay has over 19 years of information technology experience. His most recent job assignment has been that of eCourtMN Portfolio Manager since January of 2015. Prior to that Shay was the IT Manager in the Second District, and prior to that, he worked at SCAO in ITD as a project manager, business analyst, and technical writer. Shay will continue to bring the final stages of eCourtMN to completion in addition to his expanded role as Deputy Director.

Please join MACM in congratulating Shay on this new permanent position. Shay started in his new role on Wednesday, January 13, 2016.

ViBES to MNCIS and CPC Transition Completed!

A huge round of applause to all that were involved in the transition from ViBES to MNCIS, especially Project Manager, Sandy Mumm! Many individuals worked on this large project over the last several years including team members from Ramsey, Hennepin, and State Court Administration.

In the end of January, 3.1 million Hennepin County cases were moved from ViBES to MNCIS. Earlier in the Fall, 1.3 million Ramsey County cases were converted. The Hearing Officers in Ramsey and Hennepin are now using SessionWork Clerk Edition to update cases in MNCIS.

Part of the transition included transferring the front end of the citation process (including payments) to the Court Payment Center, as has now been completed for the entire state!

ICM Fellows Program, Class of 2017

A few of our own were recently accepted into the latest Fellows Program class! Congrats to:

- Karen Mareck, Deputy Director of Court Services, State Court Administrator's Office
- Lori Meyer, Anoka County Court Administrator
- Shannon Meyer, Court Operations Supervisor, Scott County
- Susan Segerstrom, Anoka County Chief Deputy Court Administrator
- Aaron Williamson, Criminal Court Projects Manager, Hennepin County
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Renville County Court Administrator

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Hearing Office Supervisor,
Hennepin County Court

Ninth District
Sean Jones
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Fifth District
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