



# MID-ATLANTIC ASSOCIATION FOR COURT MANAGEMENT

[www.maacm.org](http://www.maacm.org)

## **TIMELESS VALUES: CELEBRATING 25 YEARS OF MAACM**

SEVEN SPRINGS MOUNTAIN RESORT, SEVEN SPRINGS, PA  
SEPTEMBER 30 – OCTOBER 3, 2018

## AGENDA

### SUNDAY, SEPTEMBER 30, 2018

3:00 – 4:00 pm	Wintergreen	Pre-Conference Board Meeting
4:00 – 8:00 pm	Convention Center Hallway	Conference Registration
5:00 – 5:30 pm	Dogwood Forum	Host/Reporters and Photographer' Meeting
6:00 – 7:00 pm	Alpine	First Time Attendees' Reception (Sponsor: ICM/National Center for State Courts)
7:00 – 9:00 pm	Exhibit Hall	Welcome Reception- Come Meet the Vendors
9:00 – 11:00 pm	Big Boulder Chalet	Hospitality Suite (Sponsor: Dewberry)

### MONDAY, OCTOBER 1, 2018

7:00 – 3:00 pm	Convention Center Hallway	Conference Registration
7:00 – 8:30 am	Exhibit Hall	Breakfast Buffet
8:00 – 5:00 pm	Hemlock	"The Doctor Is In"
8:45 – 9:00 am	Grand Ballroom	Welcome <i>Don Heagy, MAACM President</i> Chief Justice Thomas G. Saylor, Pennsylvania Supreme Court Thomas B. Darr, Court Administrator of Pennsylvania President Judge Rita D. Hathaway, Westmoreland County, PA <i>Suzanne James, Past MAACM President</i> <i>Deb Rivera, PACM President</i>

**9:00 – 10:00 am**      **Grand Ballroom**      **Plenary: Bob Fagan and Judy Roberts**  
**Lessons from Mr. Rogers' Neighborhood: Creating a Better Judicial**  
**Neighborhood (Part 1) (Timeless Values)**

*Sponsored by Pennsylvania Assoc. of Court Management*

Mr. Rogers' Neighborhood" was born in Pittsburgh, PA, bringing children and adults alike lessons in civility, motivation, conflict resolution, and appreciation for the value of every individual. The enduring lessons that emerged from this children's show are still applicable today in our own judicial neighborhoods. Although Fred Rogers' style was low-key, the impact of his message still resonates. If communication is so easy, why are there so many communication problems? Why do low morale, reduced productivity, and office misunderstandings affect so many organizations? The principles of being a good communicator and motivator aren't difficult to understand, but making them part of your life and developing the awareness it takes to always apply the principles is a lifelong challenge. Whether a supervisor or court staff, we face the same challenges in working with others.

**10:00 – 10:30 am**      **Exhibit Hall Annex**      **Break- Meet With the Vendors**

**10:30 – noon**      **Concurrent Workshops**

**Grand Ballroom: Bob Fagan and Judy Roberts**  
**Lessons from Mr. Rogers' Neighborhood: Creating a Better Judicial Neighborhood (Part 2)**

This is a follow-up workshop to the plenary session. (Timeless Values)

**Wintergreen: The Opioid Crisis and The Path Forward: How Some States Are Responding**  
**Presenters: Tara Kunkle, Elmer Setting, Christopher Murphy**

The opioid crisis in America has been receiving more and more attention in recent times and is frequently featured in news reports both on TV and in print. Task forces are being formed in various states across the nations, but what is really being done and what can courts do? Join us as a panel of local and esteemed experts provide an overview of the epidemic, including how we got here as a nation, review some of the raw data, and look at some state programs that are helping to make a difference including the Swift Alternative Violation Enforcement (SAVE) program in Chester County, Pennsylvania and the Hero Help program in Delaware.

**Dogwood Forum: Design-Driven Innovation for Law: Prototyping Access to Justice**  
**Presenter: Margaret Hagan**

How do we make court and legal services more accessible, useful, and engaging? In this workshop, participants will learn about the methods and case studies of innovation in the justice system. They will be exposed to how new technologies, services, and document designs are being used to improve the usability of the legal system – and they will get hands-on experience in some of these methods during the interactive session.

**Chestnut: MSU: Transformational Leadership (Part 1)**  
**Presenter: Jude DelPreore**

This workshop is designed to help participants identify their strengths in the area of transformative leadership. The works of management authors Steven Covey, James M. Kouzes and Barry Z. Posner will be used to explain the inter-related principles of transformational leadership and encouraging the heart. Participants will work together to identify ways to take components of this course content back to their home courts.

**Seasons 1 & 2: Managing Offsite Employees or a Manager Who is Offsite**  
**Presenter: Marcy Curth**

Managing off-site employees or having your manager off site can be a challenge! Get the specialized skills you need to effectively manage employees or your own manager from a distance.

## **Seasons 4 & 5: MSU: Ethical Problems and Solutions Affecting Court Managers**

(Timeless Values)

**Presenter: Peter Lally**

Have you ever had an employee misuse social media resulting in a negative impact on your Court? Are all new employees aware of the role of the Judiciary as an independent branch of government? What are the most important ethical standards that we to stress to our co-workers? How do you as a manager address ethical issues of employees on a continuing basis within your courthouse? Public trust and confidence in our courts is still as paramount as ever before, how do we avoid any pitfalls that may damage this objective. When does legal assistance become legal advice and do our employees know the difference? Have the rules of ethics changed because of social media? What about the personal lives of employees beyond the courthouse? When do they “cross the line” and reflect upon the reputation of the court? All of these practical issues will be discussed in this interactive workshop about the fundamental standards that we face every day regarding our professional duties as court managers.

**noon – 1:30 pm**

**Exhibit Hall**

**Luncheon**

**1:30 – 3:00 pm**

**Concurrent Workshops**

**Dogwood Forum: A Recipe for Success – Reducing Operational Risk  
by Writing Clear and Concise Procedures**

**Presenter: Allison Gallo**

As you look across your organization, can you honestly say that things are running like a well-oiled machine or is there an opportunity for increased efficiency? If everything is running smoothly, what would happen if one or more of the most knowledgeable people in your area went on leave or retired? As a court manager we are responsible for limiting the risk to the organization and that includes holding on to the years and even decades-worth of institutional knowledge in our organizations. Having well-documented procedures will not only help reduce the risk associated with the loss of institutional knowledge, but also help you to identify inefficiencies, ensure consistency, and implement best practices. Come join us for a fun, yes **FUN**, session where the makings of a good and easy to follow procedure will be discussed including chunking, labeling, word choice and the use of tables.

**Wintergreen: Trauma Informed Courts**

**Presenters: The Honorable Kim Berkeley Clarke, Ken Jandura, Cynthia Stoltz**

This session will address why/how courts should prioritize trauma informed work and provide a roadmap and concrete tools for creating a human centered design model to improve the court environment. Specific attention will be given to a comprehensive “trauma audit” assessment which suggests recommendations to improve court practices as well as physical space. Presenters will share examples of successful efforts in PA Fifth Judicial District Family Court to leverage trauma assessments to expand court resources and improve courthouse experiences.

Finally, principal architect and nationally recognized justice + civic design expert Ken Jendura will discuss how design can mitigate environmental stressors individual experiences with various forms of trauma. This includes design elements that should be analyzed and considered for adult and juvenile courthouses from the programming phase through design.

**Chestnut: MSU: Transformational Leadership (Part 2)**

**Presenter: Jude DelPreore**

This workshop is designed to help participants identify their strengths in the area of transformative leadership. The works of management authors Steven Covey, James M. Kouzes and Barry Z. Posner will be used to explain the inter-related principles of transformational leadership and encouraging the heart. Participants will work together to identify ways to take components of this course content back to their home courts.

**(Repeat)**

**Seasons 1 & 2: Managing Offsite Employees or a Manager Who is Offsite**

**Presenter: Marcy Curth**

Managing off-site employees or having your manager off site can be a challenge! Get the specialized skills you need to effectively manage employees or your own manager from a distance.

**Seasons 4 & 5: New Developments in Court Privacy and Access**  
**Presenter: Tom Clarke- NCSC**

COSCA published a model policy for public access to court information in 2002. Since that time courts learned much about electronic records, online public access, and public access policies. NCSC led a project in 2016 to update the model policy. As part of that revision, NCSC also led a project to assess the state of the art for automated redaction of court documents. It has become clear that many case types and document types remained closed to public access because there is no cost effective and reliable way to redact confidential or private information. As automated redaction software improves, it may become possible to open additional case and document types to the public. This session will explain the changes in the model policy and results of the redaction testing in detail.

**Snowflake Forum: I Can't Listen to Another Sad Story: Dealing with Compassion Fatigue**  
**Presenter: Jenifer Thompson and Danni Petyo**

Helping victims and their families access justice and safety can be rewarding and is important work. However, it can also be demanding and stressful. This interactive training will provide insight into vicarious trauma and the lasting effect it can have on court systems' personnel. Participants will gain a foundational understanding of the impact of vicarious trauma in victims and on your work, tips for recognizing the effects of trauma, self-care skills and best practices.

**3:00 – 3:15 pm      Exhibit Hall Annex      Break – Meet With the Vendors**

**3:15 – 4:15 pm      Concurrent Workshops**

**Dogwood Forum: Employee Engagement: [\(Repeat from Mid-Year\)](#)**  
**Presenters: Roger Roof and Raschelle Demshock**

Have you ever experienced work-life in an office where everyone seemed to be pulling in a different direction? Have you ever wanted to have the tools to have all of your staff working together and more importantly, getting along (pause here for the GASPS!)? In this presentation we will be discussing ways to get everyone working towards the same goal and your responsibility in ensuring this happens. The end result of truly engaged employees will be the greatest success you have ever seen.

**Wintergreen: Managing a High Profile Trial: Commonwealth v. William Henry Cosby**  
**Presenter: Michael Kehs, Denise Vicario, Carol Dillon**

Key points will be discussed from the Montgomery County Pennsylvania Court Administration peers on managing the Commonwealth v. Cosby trial. Participants will hear about experiences with a sequestered jury and lessons learned when interacting with the national media.

**Seasons 1 & 2: Philadelphia Jury Initiative**  
**Presenters: The Honorable Jacqueline Allen, Daniel Rendine, Rick Pierce, Patrick Martin**

Has your court experienced a high non-response rate to jury summons? How effective is your court in reaching all communities within your judicial district, particularly minorities? Do all communities feel connected to the court or are some disenfranchised? How efficient is your court with the utilization rate of jurors? For any court who ponders these questions, this session is for you. These questions and many more were posed to the First Judicial District of Pennsylvania in 2017. See and hear how this court is attempting to rectify inefficiencies and overcome numerous other challenges in one of the largest jurisdictions in the nation by exploring creative solutions. These challenges are identical (differ on scale) to other courts in the country. The methods of how each court can achieve success in these areas are unique in some and universal in others.

**Seasons 3 & 4: A New Look: Justice-Involved Women and the Chester County WRAP Program**  
**Presenter: Jennifer Lopez**

As the number of justice-involved women rises, we must direct our attention to providing this growing population with the supervision and services they need. Until recently, there has been little focus on how women become involved in the justice system, why they remain trapped, what their treatment needs are when they get there and the impact crime and justice has on their children. In order to improve criminal justice, social and health outcomes for women and their families, we must develop a balanced, accountable and compassionate justice system that recognizes the complex problems that form the context for women's involvement in the system. Participants in the session will increase their knowledge about the profile of justice-involved women; understand the impact of incarceration on women and their families and their needs upon release. Participants will also learn about Chester County Pennsylvania's Women's Reentry, Assessment and Programming (WRAP) an evidence-based initiative to address the growing number of women in the system and their unique needs.

**Snowflake Forum: 2017 Neufeld Winner: The Power of Collaboration**  
**Presenters: Barbara Hansman and Julie Ensor**

This workshop will discuss the highlights of the Maryland Judiciary's land records eRecording project and steps and method to gain the confidence, resulting buy-in and collaboration with related agencies.

**3:15 – 4:45 pm Chestnut: MSU: Transformational Leadership (Part 3)**  
**Presenter: Jude DelPreore**

This is an interactive workshop presented by a trial court administrator with nearly four decades of experience who has worked with seven different presiding judges. The basis for a leadership partnership within the trial courts will be defined. The chief judge, and in larger jurisdictions, leadership judges of court divisions, the court administrator and, in some jurisdictions, the clerk of Court comprise the Court's executive team. The relationships and roles within this executive component are the focus of this segment of the workshop.

<b>6:00 pm</b>	<b>Foggy Goggle</b>	<b>Optional Dinner</b>
<b>9:00 – 11:00 pm</b>	<b>Big Boulder Chalet</b>	<b>Hospitality Suite (Sponsor: County Business Systems)</b>

**TUESDAY, OCTOBER 2, 2018**

<b>7:00 am – 3:00 pm</b>	<b>Convention Center Hallway</b>	<b>Conference Registration</b>
<b>7:30 – 8:30 am</b>	<b>Exhibit Hall</b>	<b>Breakfast Buffet</b>
<b>8:00 – 5:00 pm</b>	<b>Hemlock</b>	<b>"The Doctor Is In"</b>
<b>8:30 – 9:00 am</b>	<b>Grand Ballroom</b>	<b>Election of MAACM Officers 2018-2019 All Members</b>
<b>9:00 – 10:00 am</b>	<b>Grand Ballroom</b>	<b>Plenary: THE LOST INTERVIEW: Leadership Lessons from Steve Jobs Presenter: Jeff Tobe</b>

*Sponsored by Pennsylvania Assoc. of Court Management*

In the world of courts today, we usually hear stories from leaders and experts after the fact. *"Here's how I did 'X' and you can too."* It's rare that we can hear somebody explain ... in great detail ... with incredible candor ... their philosophy and approach and then see the spectacular results that followed. Due to an odd twist of fate, one such opportunity is now available. No, we can't bring Steve Jobs in as our keynote but, we all know the story of Apple, today the most valuable company on the planet. Before anyone, including Steve Jobs, thought he'd rejoin Apple in 1997, he sat down with BBC interviewer Robert X. Cringely for a no holds barred 64-minute discussion. It was the best interview he ever gave, full of

countless leadership lessons and tremendous business takeaways. Yet, only a few minutes of the interview made it to television, and then only in the United Kingdom at that. Somewhere between London, England, and a PBS station in Oregon, the master tape went missing ...and remains so today. For 17 years, that was apparently the end of it. Then, two days after Steve Jobs died in October 2011, as reported on Robert Cringely's blog (on October 21, 2011): *"Two weeks ago, Talk of the Nation director Paul Sen found a VHS copy of the Jobs interview stored in his UK garage. This is undoubtedly the only surviving copy of the best TV interview Steve Jobs ever gave yet nobody ever saw."* Join Jeff Tobe, M.Ed, CSP, in parsing clips from the lost interview and extracting the leadership, innovation and life lessons of Steve Jobs. No matter your opinion of Jobs, you will be in awe at his foresight and application for today's courts professional. Then, put these game-changing ideas and philosophies to work in your organization and with your team right now.

**10:00 – 10:15 am      Exhibit Hall Annex      Break**

**10:15 – 11:45 am      Concurrent Workshops**

**Wintergreen: Fair, Prompt, Cost-effective – Maintaining the Timeless Values of Case Management in Changing Times (Timeless Values)**  
**Presenter: Howard Berchtold**

The delivery of Justice through the most effective and efficient means possible is not a new concept. This concept has provided the foundation for case management since its inception, guaranteeing court processes that result in the fair, prompt, and cost-effective delivery of Justice. Although the mechanisms for that delivery have evolved (technology) and the needs of society have shifted (specialty courts), the underlying principles of case management have remained timeless. Through humorous reflection of past practices and thoughtful discussion about future possibilities, this session will examine the importance of maintaining these timeless values, especially through the evolution of processes and changes in societal needs.

**(Repeat)**

**Dogwood Forum: A Recipe for Success – Reducing Operational Risk by Writing Clear and Concise Procedures**  
**Presenter: Allison Gallo**

As you look across your organization, can you honestly say that things are running like a well-oiled machine, or is there an opportunity for increased efficiency? If everything is running smoothly, what would happen if one or more of the most knowledgeable people in your area went on leave or retired? As a court manager we are responsible for limiting the risk to the organization and that includes holding on to the years and even decades-worth of institutional knowledge in our organizations. Having well-documented procedures will not only help reduce the risk associated with the loss of institutional knowledge, but also help you to identify inefficiencies, ensure consistency, and implement best practices. Come join us for a fun, yes **FUN**, session where the makings of a good and easy to follow procedure will be discussed including chunking, labeling, word choice and the use of tables.

**Chestnut: Language Access in Pennsylvania's Courts: Progress and Plans**  
**Presenter: Mary Vilter**

Pennsylvania's Supreme Court adopted a statewide Language Access Plan in the spring of 2017. Since then, a Monitoring and Evaluation Team comprised of a judge, court administrator, language access coordinator, sign and foreign language interpreters, and practicing attorneys has been working to implement the Plan. Pennsylvania's Coordinator for Court Access will update us on their practical solutions and tools for making the courts accessible to limited English proficient and deaf and hard of hearing litigants.

**Seasons 1 & 2: Unleash your Potential**  
**Presenter: Ellen Procida**

As much as we want others to realize the potential in us, we rarely take the time to see it in ourselves. Take the time during this conference to realize your potential and re-discover you. This fun, interactive workshop will share strategies for finding your "Eupsychia," your own state of personal fulfillment, and keeping it.

**Seasons 4 & 5: Helping Them Shine: A How-To Guide to Employee Performance Improvement Plans**  
**Presenters: Kathleen Wardlow**

Have a staff member who needs a little extra direction, but you aren't sure discipline is the answer? This class will discuss the benefit of a Performance Improvement Plan (PIP) and recognize when it should and should not be used to address staff performance. The speaker will identify the key components to a PIP and the class will be given an opportunity to develop a sample PIP in response to a hypothetical situation. Finally, the speaker will offer strategies in taking the next steps after an unsuccessful PIP.

**Snowflake Forum: Making Your Data Memorable: Data Visualization for Everyone**  
**Presenter: Jamie Walter and Dominique Johnigan**

Data is more important now than ever before. The public and funders have high expectations for data with greater accountability. Court leaders want to make data-based decisions. So how can you convey your data story? In this interactive session, you will learn about the psychology behind what makes data memorable. Attendees will also learn graphic design and Excel database tips that will make your data stand out.

**11:45 – 1:15 pm**      **Exhibit Hall**      **Awards Luncheon**  
**Presentation of Neufeld Award**  
**State Basket Drawing**  
**Meet With the Vendors**

**1:15 – 2:45 pm**      **Concurrent Workshops**

**Dogwood Forum: Navigating the Court Budget and Fiscal Process (Timeless Values)**  
**Presenter: Kevin Cross**

Effective court leaders must be knowledgeable and skilled in all aspects of court management and competency in budget and fiscal administration is an essential component of a well-run court system. Managing and allocating financial resources involves all aspects of day-to-day operations of a judicial district. Successfully navigating the budgetary and fiscal process enables you to effectively manage your area of responsibility whether for an individual office or a large metropolitan court system. As a manager, team leader, frontline employee or administrator, understanding how your administrative structure is linked to your financial structure unit is key to effectively allocating, and monitoring resources. In this program you will see how organization structure is linked to financial structure and we will explore and examine types of budgets, the budget cycle, budgeting tools and the budget document.

**Chestnut: Leading from the Light: Power of Positive Leadership (Timeless Values)**  
**Presenter: Rick Pierce**

In this energetic session, participants will discuss the value of connections with individuals they encounter, strangers as well as colleagues and friends. We will analyze the differentiation between relationships based upon trust and those based upon fear and how best to ensure you use the right one for your foundation of a relationship. We will discuss the "be attitudes" for leaders and how to differentiate the myriad of interests of a multi-generational workforce and develop strategies on how to address their individualized preferences.

**Seasons 1 & 2: Purpose to Impact: How to Develop, Improve and Evaluate Court Programs, Processes and Services (Timeless Values)**  
**Presenter: Rich Abbott**

This practical, hands-on, learning workshop will provide participants with valuable tips and information on how they can become better at developing, improving and evaluating any program, process or service. Participants will learn how to discern and instill "purpose" in what they do; how to identify and deal with opposition, conflict and barriers to what they do; and how to evaluate the impact of what they do.

**Seasons 4 & 5: Delaware Access to Justice Roadmap**  
**Presenter: Mary Maloney-Huss**

The Delaware Supreme Court created the Access to Justice Commission in 2014 “to identify the critical needs related to justice in Delaware and to develop realistic and cost effective solutions to meet those needs.” In this session we will discuss the finding and recommendations of the Access to Justice Commission (published 2017) and the work currently underway to implement the recommendations. Participants will be asked to share best practices and brainstorm solutions for some of the more challenging issues.

**Snowflake Forum: Dignity and Respect**  
**Presenter: Lori Tarke**

In this seminar we will learn about the importance of dignity and respect in the workplace. We often never consider the important role of dignity until an event occurs that makes us realize its value. We will explore various communities, micro aggressions, and how to give dignity to the individuals we encounter.

**Wintergreen: Evergreen: MSU: Transformational Leadership (Part 4)**  
**Presenter: Jude DelPreore**

In today’s organizations change is the rule not the exception. Reengineering new technology and a diverse workforce are creating more pressures and placing more demands on the workforce at all levels to confront the challenge of change. This key session is designed for managers, supervisors and team leaders who are charged with introducing organizational, agency-wide or divisional changes to their employees. This program will provide participants with information on tools and techniques to successfully navigate through the turbulent waters of change. Participants will learn of the necessary roles, responsibilities, and attitudes in managing change. The approaches to effectively manage the stress of organizational change and to keep yourself and staff motivated will be reviewed. This program is designed to assist you to examine your own reaction to change and developing strategies to manage change so that it does not manage you.

<b>2:45 – 3:00 pm</b>	<b>Exhibit Hall Annex</b>	<b>Break</b>
<b>3:00 – 3:45 pm</b>	<b>Big Boulder Chalet</b>	<b>MAACM Past Presidents’ Meeting</b>
	<b>Sunburst Forum</b>	<b>PACM Business Meeting</b>
<b>7:00 – 11:00 pm</b>	<b>Grand Ballroom</b>	<b>Dinner Dance (Sponsor: Tyler Technologies)</b>

**WEDNESDAY, OCTOBER 3, 2018**

<b>7:00 – 8:45 am</b>	<b>Grand Ballroom</b>	<b>Breakfast Buffet</b>
<b>9:00 – 9:30 am</b>	<b>Grand Ballroom</b>	<b>MAACM Business Meeting (all MAACM members should attend)</b> <i>Don Heagy, MAACM President</i> <b>Swearing-in of Officers</b>
<b>9:30 – 10:30 am</b>	<b>Grand Ballroom</b>	<b>Endnote: Emotional Resilience</b> <b>Presenter: Lori Tarke</b>

In this seminar we will learn about the important role of negative emotions, emotional agility and resilience. We will gain the ability to use our negative emotions to teach us about our values.

<b>10:30 am</b>	<b>Grand Ballroom</b>	<b>Grand Prize Drawing - MUST BE PRESENT TO WIN!</b> <b>(Sponsor: Arconas)</b>
<b>Post-Conference</b>	<b>Wintergreen</b>	<b>MAACM Board Meeting</b> <b>Executive Board, Advisory Board, Committee Chairs</b>