



**MID-ATLANTIC ASSOCIATION
FOR
COURT MANAGEMENT**

www.maacm.org

26th Annual Conference

**Keeping Our Courts on the Cutting Edge:
People, Process and Technology**

Hyatt Regency Chesapeake Bay Golf Resort, Spa and
Marina, Cambridge, Maryland

OCTOBER 27 – OCTOBER 30, 2019

AGENDA

SUNDAY, OCTOBER 27, 2019

3:00 – 4:00 pm	Skipjack A	Pre-Conference Board Meeting
4:00 – 8:00 pm	Chesapeake Registration Center	Conference Registration
6:00 – 7:00 pm	Terrace*	First Time Attendees and ICM Fellows Mix and Mingle Sponsor: ICM/National Center for State Courts <i>*Weather permitting, alt. location: Windjammer</i>
7:00 – 9:00 pm	Chesapeake	Welcome Reception- Come Meet the Vendors
9:00 – 11:00 pm	Hospitality Suite Lantern Room	Sponsor: Dewberry

MONDAY, OCTOBER 28, 2019

7:00 – 3:00 pm	Chesapeake Registration Center	Conference Registration
7:00 – 8:30 am	Chesapeake	Breakfast
8:00 – 4:00 pm	Convention Office	“The Doctor Is In” National Center for State Courts (NCSC)
8:30 – 9:00 am	Chesapeake	Welcome <i>Joy Keller, MAACM President</i> The Honorable Brett W. Wilson Administrative Judge, First Judicial Circuit of Maryland
9:00 – 10:00 am	Chesapeake	Keynote: Character, Confidence, Communication, Courage and Choice–

How They Are the Backbone For All We Do.

Presenter: Jen Croneberger

As a leader in an ever-changing society, “showing up as your best self” is the cornerstone of our daily success. This “best self” comes from within and is best discovered by uncovering one’s non-negotiables as a human being. Understanding the way in which belief windows have an effect on how we communicate with each other leads to sustainable change and effective productivity in the workplace. Being an effective relationship-builder hinges on our ability to be inspired by passion and driven by the mission of our life’s work. Being able to show up as your best self in a very change-centric time always and most effectively begins within and with taking ownership of five specific principles. These Five words will not only open your eyes to a new way of seeing the world around you, but the humanity within you. Compassionate/Care Leadership is being written about in every business journal, magazine and online resource today and is a conversation that needs to be happening daily. People are a company’s greatest asset and always will be. Character, Communication, Choice, Courage and Confidence, are ideas whose time is long overdue and very much the way of the future not only in the workplace, but in our daily lives. It’s time to push boundaries. We don’t know how far we can do until we go there.

10:00 – 10:30 am Chesapeake Break- Meet with the Vendors

10:30 – noon Concurrent Workshops

**Choptank A Five Words Keynote Follow-up
Presenter: Jen Croneberger**

This session will take a deeper look at the principles discussed in the Keynote address.

**Choptank B AI in Courts: Applications, Issues, and Impacts
Presenter: Alan Carlson**

Artificial intelligence is rapidly expanding into all aspects of our everyday lives. Some tools using artificial intelligence have already been developed to support decision making in the courts. Examples include data redaction and extraction, self-help portals, pretrial risk assessments, and sentencing. As with any new technology, there are benefits and risks as well as disruptions of business practices. The session will provide a high level introduction to AI, its advantages and risks, approaches to minimizing risk and its potential impact on courts and their staff. The intent is to provide a basic understanding of AI tools to raise awareness and help make more informed decisions about their use.

**Choptank C Employee Engagement
Presenter: Mindy Masias**

Ever get tired of “numbers” people failing to understand how employee engagement has a huge impact on the bottom line, public/stakeholder trust and confidence? This course focuses on employee engagement, its connection to customer satisfaction and why court leaders should be concerned about employee satisfaction. The combination of employee happiness and motivation produces engagement, an elusive and hard to achieve concept. However, employee engagement has a significant impact on court users’ experience. This course focuses on how to determine your employees’ level of engagement and the impact to the court user experience, ultimately impacting public trust and confidence.

**Cutter Lead by Example: Driving a Culture of Personal Safety and Security for Court Personnel
Presenters: Lt. Adam Sibley, Corporal Noah Hughes**

This course is intended to raise awareness of personal safety and security measures while addressing the complacency that is sometimes present from working within the secure environment of a court facility. This course is designed to encourage participants to take a proactive approach to their safety at work and at home.

**Windjammer Human Trafficking: What Courts Need to Know
Presenters: The Honorable Barbara Baer Waxman, Thomas Stack**

Participants will be provided information about issues related to human trafficking and the courts. Specific topics include: the circumstances and contexts in which courts encounter human trafficking; post-conviction relief; and complex trauma and the survivor’s road to recovery.

**Skipjack From Research to Reality: The Making of a Better Mediator
Presenters: Jonathan Rosenthal, Emmett Ward**

In mediation, what skills matter most? This highly interactive session will connect real world research with the practical practice of ADR in courts. The Administrative Office of the Courts in Maryland wanted to learn if the resources devoted to ADR programs were well placed and if they were worth continuing. To make that decision, the courts conducted first-of-

its-kind research in a variety of settings to learn about its programs. The results of the research are nothing short of fantastic, and those results form the basis of teaching practitioners how they can improve what they do for the benefit of their clients. Join us and learn in a real and experiential way the myriad ways ADR can have a positive effect on those who participate in it, and for the courts.

Noon – 1:30 pm Chesapeake Luncheon

1:30 – 3:00 pm Concurrent Workshops

**Choptank A Lead like the Mouse
Presenter: Roger Roof**

Walt Disney has created some of the most iconic films that have inspired generation after generation. The movies have created moments and memories that have endured the test of time and culture. Have you ever thought about the leadership implications of these films and quotes? Come along and explore a select group of quotes and how they can make you a better leader in this session designed as an exploration of childhood innocence and imagination!

**Choptank B The Safe Baby Court Team™ Approach: Transforming Families and Communities
Presenters: The Honorable Theresa M. Adams, Lynda Mallory**

The Safe Babies Court Team approach™ (SBCT) is a community engagement and systems-change approach focused on improving how the courts, child welfare agencies, and related child-serving organizations work together, share information, and expedite services for young children and their families. The approach is based on 12 core components that provide a foundation for how the work is carried out with families and at the system level. It has been recognized by the California Evidence-Based Clearinghouse for Child Welfare as demonstrating promising research evidence and is a program under the ZERO TO THREE National Infant-Toddler Court Program (ITCP). The ITCP is working to support the implementation of this approach in over 70 sites across the United States and have several that are adopting it statewide.

**Choptank C Drama Free Workplaces
Presenter: Mindy Masias**

Drama free work environment. Do you have one? Want to know how to create one? Learn how to manage the players and proponents of drama in your workplace, coach them up our out and get focused back on the work of the court. This course is designed to help managers, supervisors and employees of any unit in any court throughout the nation who are looking to improve their work environment

**Cutter Managing Juries in the Information Age
Presenter: Caisa Rager**

This workshop is designed to teach participants about juror use of new media including how to discourage jurors from using these technologies inappropriately during trial and how to respond to allegations of internet-related juror misconduct.

**Windjammer 2018 Neufeld Winner
Maryland Court Self-Help Centers: A Unique Resource that Enhances Access to Justice
Presenters: Lonni Summers, Kelly Franks, Chijioke Akamigbo**

What makes Maryland's network of self-help centers so unique? They significantly increase access to civil legal help in Maryland and further the Maryland Judiciary's goal of ensuring fair, efficient and effective access to justice for all. This session will examine how Maryland's network of self-help centers originated, explore successes and challenges in scaling up, survey the current landscape, and discuss plans for future initiatives. Find out how self-help center programs can help your jurisdiction enhance access to justice, foster a greater sense of teamwork within your organization, and help your court operate more efficiently and effectively.

**Skipjack Eighteen Ways Courts Should Use Technology to Better Serve Their Customers
Presenter: John Greacen**

Repeat from Mid-year Conference

Courts have always focused on using technology to improve their internal operating successes. The Institute for the Advancement of the American Legal System (IAALS) recently issued a report making their case for "outward facing" technology - court applications deployed to improve court customer's experiences. The report describes eighteen such

technologies, gives examples of courts using them today, documents the benefits that accrue directly to the courts these investments, and explains the importance of the COSCA/NACM/NSCS Joint Technology Committee's "component model" in furthering rapid adoption of them. John Greacen, the report's author, will introduce you to the report's concepts, the eighteen ways, and specific court examples, incorporating the experience of the attendees.

3:00 – 3:15 pm Chesapeake Break – Meet with the Vendors

3:15 – 4:15 pm Concurrent Workshops

**Cutter Treatment Courts
Fire-side chat
Presenter: Chris DeSantis**

This session will focus on discussion from the attendees in the group who are working in problem solving courts or are interested in problem solving courts. The fireside chat will largely be driven by the common threads we see in treatment courts with a focus on learning solutions from others in the group.

**Skipjack What They Did Not Tell You
Fire-side chat
Presenter: Audrey Rigsbee**

Come sit and participate in a fireside chat based off the things that you weren't told before you got the job. Join us to discuss several issues of management that aren't discussed prior to getting the job, but are usually learned through the process of leading: Strategy matters as much as mission and vision. Leading people can be more difficult than learning a foreign language. Your character will be tested more than your competency. Meetings and clear communication do matter. These four areas touch on many of the aspects of your leadership that you will deal with whether as supervisor or a manager. Learn some tips and suggestions for managing friends and foes alike.

**9:00 – 11:00 pm Lantern Room Hospitality Suite
Sponsor: County Business Systems (CBS)**

TUESDAY, OCTOBER 29, 2019

7:00 am – 3:00 pm Chesapeake Registration Center Conference Registration

7:30 – 8:30 am Chesapeake Breakfast

**8:00 – 4:00 pm Convention Office "The Doctor Is In"
National Center for State Courts (NCSC)**

**8:30 – 8:45 am Chesapeake Election of MAACM Officers 2019-2020
All Members**

**8:45 – 10:00 am Chesapeake Plenary: Red Flag Laws: State Courts' Response to the New World of
Extreme Risk
Presenter: The Honorable Louis J. Belasco, Jr**

The tragic news of mass shootings has been nationally met with calls for action to stop gun violence. Additionally, in the U.S. firearms remain the most common method of suicide. As a result, state legislatures and courts are responding through the enactment and application of "Red Flag" laws. These laws allow courts to issue orders to temporarily confiscate the firearms of individuals deemed to be a risk to others or themselves. This session will examine state courts' response to this crisis through effective processes and innovative technology.

10:00 – 10:15 am Chesapeake Break

10:15 – 11:45 am

Concurrent Workshops

Choptank A Being a Courageous Leader: Establish a Judgment Free Zone Presenter: Rick Pierce

This interactive session will look at how successful leaders steer clear of the ever downward spiral of the shame/blame game that leads to casting judgment. We will discuss the pitfalls average and even some good leaders make and how best to avoid these missteps. Leadership, like other disciplines, requires discipline. One must commit oneself to addressing these subconscious inadequacies present in all of us. Those who desire to become empathic leaders must first embrace their own vulnerabilities. Only empathic leaders truly connect with their followers. Connection is what transforms a good leader into a great one. After attending this session you will be able to: Identify and recognize common missteps of those in leadership positions in relation to the environment they help create and the connection or lack thereof with those who follow them, differentiate between an empathic and sympathetic response and an environment that incorporates more trust versus one centered upon control and examine one's own vulnerabilities and trustworthiness in creating connections.

Choptank B Digital Transformation of Society Presenter: Jack McCarthy III

Over the past thirty years, the New Jersey Judiciary built one of the most comprehensive judicial information systems in the country. Every court case type has been automated. The automated systems establish the official court records and dockets for more than seven million cases per year. We have reflected and incorporated legislative and court rule changes, interfaced with law enforcement and other government agencies, and enabled the legal community, media and many others to access our information online through our online electronic public access service. In providing technological solutions, the judiciary focuses on delivering business value while driving toward a complete digital transformation of the organization. This transformation is built on four foundational pillars where we digitize documents, decisions, processes and the customer experience and leverage the insights gained by analyzing the derived data to create significant efficiencies. Jack McCarthy will discuss some of the new technologies that the judiciary is working on and their impacts on our work as well as society.

Choptank C Rethinking Guardianship: How Strategic Partnerships Advance Reform Presenter: The Honorable Karen Murphy Jensen, Nisa Subasinghe

In anticipation of the increase in the aging population, and the attendant rise in guardianships, Maryland's Chief Judge made guardianship reform a priority. The Maryland Judiciary's Guardianship & Vulnerable Adults Workgroup, an interdisciplinary network of guardianship stakeholders, is working to adopt best practices statewide. An area of improvement the workgroup identified is how courts support family guardians. Problems occur if guardians do not understand their role or are unaware of available resources. Guardians are also in a unique position to identify, stop, and prevent abuse, neglect and exploitation. Since the court is the ultimate guardian, it is important for courts to equip guardians with the information and tools they need to be successful. Panelists will discuss Maryland's approach to guardianship reform and resources developed to support family guardians. Attendees will learn how a framework of strategic collaboration can be applied to address many complex reforms and receive practical guidance on how to define a problem, convene and manage guardianship stakeholders, and use available resources to effect meaningful change.

Cutter Management by Walking Around (MBWA) Presenter: David Beverly

Management by Walking Around (MBWA) often viewed as an unstructured approach to hands-on, direct participation by the managers in work-related affairs a contrast to rigid and distant management. In MBWA practice, managers spend time making informal visits to the work area and listening to the employees. The purpose of face-to-face visits is to collect qualitative information, listen to suggestions and complaints, and keep a finger on the pulse of the organization. Today we can also 'walk around' via technology, including off-site work teams etc. During this workshop, we will explore forms of management communication, and the various approaches to MBWA. We will also help you review what you can do to individualize for your team or organization.

Windjammer Resolution Support Centers Presenter: Ken Jandura

We live in a period where self-help services have become a norm for most Americans. Self-help centers are appearing in courthouses across the country today with the intent of helping individuals navigate through the complexity of our legal system and avoiding time delay once their case reached court. The purpose of this seminar is to discuss innovative ways court systems have designed and implemented resolution support centers in the states and internationally, and how they can benefit the community and judiciary in handling their caseload. The seminar will also discuss unique architectural

features that make these centers successful and how they can be implemented in existing or proposed court facilities that present an image of a justice center that is truly a community building.

**Skipjack Mediating Cases with Intimate Partner Violence
Presenters: Jeannie Adams, Shavon Brooks**

Over half of separating parents report some type of intimate partner violence (IPV) (IPV; Ballard et al., 2011). Litigation of these cases may exacerbate parental conflict, mediation is designed to decrease conflict and empower parties to self-determine outcomes. Critics argue that mediation is not appropriate for cases with IPV, as power imbalances may lead a victim to make agreements that are not in their best interests. Others argue that mediation can be designed to be safe for such cases. There is no systematic way of handling IPV in family mediation and no previous research addressing this issue. The Multi-Door Dispute Resolution Division of the DC Superior Court collaborated with experts in the field of domestic violence and designed a study, funded by National Institute of Justice and supported by the Office of Violence Against Women and the Battered Women's Project. This session will discuss the collaboration/partnership with experts in domestic violence, stakeholder engagement, the screening process used to detect IPV, the study design, safety protocols, training of staff and mediators, mediation processes designed to accommodate these cases, immediate outcome data and what we learned.

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

1:15 – 2:45 pm Concurrent Workshops

**Choptank A NACM's 2019 Plain Language Guide
Presenter: Alyce Roberts**

Learn about NACM's 2019 Plain Language Guide. In this interactive session, participants will learn what it means to write in "plain language" and why it is important and beneficial to do so. The guide offers information on how to use plain language to improve court forms, build signage, court websites, and other forms of communication. Participants will learn the top plain language writing principals and how to use them effectively through a series of interactive exercises. They will also learn about plain language writing resources, including before and after writing examples.

**Choptank B Dark Web
Presenter: Robb Wilmot**

Repeat from Mid-year Conference

Is the Dark Web a real thing? What is the difference between the Dark Web and the Deep Web? Where is the Dark Web? Why does it exist? Can anyone go to the Dark Web? Is the Dark Web illegal? Should I be concerned about it personally or from a judicial standpoint? Where does Crypto Currency factor into the Dark Web. Answers to these questions and more will help to shed light on the mysterious Dark Web. This session will enlighten attendees to which aspects of the Dark Web should concern them and their court.

**Choptank C Vision Boards
Presenter: Tina LaLena**

Do you work feverishly from one day to the next yet never seem to get any closer to your goals? You are not alone. Join celebrities such as Oprah, Beyonce and many others who use a personal Vision Board to achieve their dreams. No, a Vision Board is not magic. It is a proven tool, with scientific evidence, for first clarifying your desires and your ideal life, then focusing your energy on opportunities to get closer to your dreams. You can then use your Vision Board to pursue and achieve the life of your dreams. In this session, you'll learn about setting and achieving goals, understanding the power of visualization and how to use it, the supplies you'll need to create your board, whether physical or digital, using your Vision Board to target your dreams and bring them into your spotlight. This session will enable you to focus and gain confidence to power through the obstacles that are holding you back and finally make your dreams a reality.

**Cutter Caseflow Management: The Forgotten Key
Presenter: Nina Thomas**

If the effective management of every case is expected and valued in your court, then you must align the actions of others to meet those expectations. The key, forgotten component is the matching of caseflow management skills and techniques with the beliefs and actions of judges, leaders, staff and even the bar association on an on-going basis. The key is not simply the education of these stakeholders; it is building a culture that lives out these expectations and values throughout

your daily caseload activities. Explore techniques to build a culture of strong, consistent caseload management that is not only effective today, but is also prepared to meet the challenges of tomorrow.

Windjammer Problem Solving Courts: It's Not Just Drug Courts
Presenter: Chris DeSantis

This didactic session will discuss the different types of problem solving courts, specialty court development over time, evidence based practice and professional associations. Additional focus will be spent discussing the role of treatment, self-help groups and team dynamic. The session will examine the common theme between all treatment courts and the key component of great treatment courts.

Skipkack Presentation Horror Stories
Presenters: Raschelle Demshock, Irene Komandis

What to do when your presentation starts to go horribly wrong? Tips and Tricks to Recover Quickly! Surveys have shown that in terms of people's greatest fears, public speaking ranks higher than death! This workshop is an interactive course intended for the participants to share their worst nightmares they have experienced or foresee in presenting to staff or the public. The facilitators will share tips and tricks to combat these fears such as alternate low tech design and beginner troubleshooting.

2:45 – 3:00 pm Chesapeake Break

3:00 – 4:00 pm Concurrent Workshops

Cutter Implicit Bias; Unconscious Bias
Fire-side chat
Presenter: David Beverly

In this session, we will explore the characteristics of implicit biases. Implicit bias refers to the attitudes or stereotypes that affect our understanding, actions, and decisions in an unconscious manner. These biases, which encompass both favorable and unfavorable assessments, are involuntarily and without an individual's awareness or intentional control. Residing deep in the subconscious, these biases are different from known biases that individuals may choose to conceal for the purposes of social and/or political correctness. Rather, implicit biases are not accessible through introspection. The implicit in our subconscious cause us to have feelings and attitudes about other people based on characteristics such as race, ethnicity, age, and appearance. These associations develop over a lifetime beginning through exposure to direct and indirect messages. Media and news are often origins of implicit associations.

Skipjack Keep MAACM on the Cutting Edge; The ABC's of Getting Involved
Fire-side chat
Presenters: James Agro, Aisha Ivey-Nixon

Are you new to MAACM and want to get involved in a committee? Are you a long time member and want to join the MAACM Board but do not know how to go about it? This fire side chat, facilitated by experienced Advisory Board members, will answer your questions about MAACM, discuss committee opportunities and special assignments and explain what the process is to become a board member.

3:00 – 4:30 pm Lantern MAACM Past Presidents' Meeting
Room

7:00 – 10:00 pm Chesapeake Witches and Wizards Ball
Sponsor: Tyler Technologies

WEDNESDAY, OCTOBER 30, 2019

7:00 – 8:45 am Chesapeake Breakfast

9:00 – 9:30 am Chesapeake MAACM Business Meeting (all MAACM members should attend)
Joy Keller, MAACM President
Swearing-in of Officers

9:30 – 10:30 am Chesapeake Endnote: It's A Great Day to Be Alive!
Speaker: Ian Humphrey

Ian hasn't always believed it was a great day to be alive. After being born premature, abused in foster care and growing up in South Central Los Angeles, one of the toughest neighborhoods in America, Ian Humphrey failed to see the opportunities before him as he was blinded by the "smog" of anger, confusion and influence from his peers. As a result, he was sentenced to 15 years in prison. It was there that he made the most of his opportunity to change his life. After receiving an early release more than 20 years ago, Ian has made it his mission to help others see adversity as an opportunity and that no matter how difficult life becomes, every day is A Great day to be Alive! Attendees will receive the push they need to overcome obstacles in the workplace and their personal lives.

10:30 am	Chesapeake	Grand Prize Drawing - MUST BE PRESENT TO WIN! Sponsors: Now Technologies, Arconas
Post-Conference	Skipjack	MAACM Board Meeting Executive Board, Advisory Board, Committee Chairs