

# Strengthening the Connection: *Our Courts, Our Communities, Ourselves*



## 2014 MACM Annual Conference Agenda

### Day 1: Wednesday, September 24, 2014

8:00am	<b>Registration Opens</b> <i>Minnesota Foyer</i>
8:30-9:30am	<b>Continental Breakfast</b> <i>Minnesota Foyer</i>
8:30-9:45am	<b>New Member and First Time Attendee Breakfast – by invitation</b> <i>Hennepin Room</i>
10:00am	<b>Welcome and Opening with Presentation of Colors</b> <i>Minnesota Ballroom</i> VICKY CARLSON, MACM PRESIDENT, CARVER COUNTY COURT ADMINISTRATOR JEFF SHORBA, STATE COURT ADMINISTRATOR
10:30am	<b>PLENARY: Keeping Your Wits When All Others Are Losing Theirs</b> <i>Minnesota Ballroom</i> THE HONORABLE SUSAN R. MILES, TENTH JUDICIAL DISTRICT, WASHINGTON COUNTY
11:30am	<b>Awards Banquet Lunch</b> <i>Hennepin Room</i>
1:00pm	<b>Breakouts Part I</b>

<b>Infectious Disease Risk and Prevention in the Workplace...What does it mean for me?</b>	CYNTHIA D. HICKMAN	Lake Ontario Room
<b>MJB Ethics Under the Microscope</b>	SUSAN LOVE	Lake Huron Room
<b>American Sovereign Citizens Movement</b>	NETIA RICHARDS	Lake Michigan Room
<b>Court Services: “Help! The Roster Doesn’t Work!”</b> Best practices for Psychological Services and Court Interpreter programs	LISA JORE AND POLLY RYAN	Lake Erie Room
<b>“I Always Feel Like Somebody’s Watching Me” – The Impact of Digital Evidence</b>	MARK LANTERMAN	Hennepin Salon 3

2:30pm

**Break with Refreshments and Conference Gift Pick-up**

*Near breakout rooms*

3:00pm

**Breakouts Part II**

<b>Infectious Disease Risk and Prevention in the Workplace...What does it mean for me?</b>	<i>CYNTHIA D. HICKMAN</i>	<i>Lake Ontario Room</i>
<b>Creating Performance &amp; Development Goals</b>	<i>JERI BOETCHER, CONNIE GACKSTETTER &amp; DEB MORSE</i>	<i>Lake Huron Room</i>
<b>American Sovereign Citizens Movement</b>	<i>NETIA RICHARDS</i>	<i>Lake Michigan Room</i>
<b>Court Services: "Help! The Roster Doesn't Work!"</b> Best practices for Psychological Services and Court Interpreter programs	<i>LISA JORE AND POLLY RYAN</i>	<i>Lake Erie Room</i>
<b>"I Always Feel Like Somebody's Watching Me" – The Impact of Digital Evidence</b>	<i>MARK LANTERMAN</i>	<i>Hennepin Salon 3</i>

4:30-6:30pm

**Vendor Show**

*Hennepin Room*

7:30-10:00pm

**Networking Suite, Hosted by the Fifth District**

*Room*



**Day 2:  
Thursday, September 25, 2014**



7:30-8:30am	<b>Continental Breakfast</b> <i>Minnesota Foyer</i>
8:00am	<b>MACM Member Business Meeting and Elections</b> <i>Minnesota Ballroom</i>
9:30am	<b>Break with refreshments</b>
10:00am	<b>PLENARY: Effectively Living and Working in a Diverse World</b> <i>JODI PFARR</i> <i>Minnesota Ballroom</i>
12:15pm	<b>Lunch</b> <i>Great Room</i>
1:15pm	<b>Breakouts Part I</b>

<b>Digging Deeper: Effectively Living and Working in a Diverse World</b>	<i>JODI PFARR</i>	<i>Hennepin Salon 3</i>
<b>Inspirational Leadership</b>	<i>DR. JODY JANATI</i>	<i>Lake Huron Room</i>
<b>Creating Performance &amp; Development Goals</b>	<i>JERI BOETCHER, CONNIE GACKSTETTER &amp; DEB MORSE</i>	<i>Lake Ontario Room</i>
<b>Hearing the Victim's Voice:</b> The Role Courts Can Play in Combating Prostitution, Sex Trafficking, and Commercial Sexual Exploitation	<i>PATINA PARK</i>	<i>Lake Michigan Room</i>
<b>Contributing to a Safer Minnesota:</b> MINNCOR industries and the Minnesota Department of Corrections	<i>MARK THOMPSON</i>	<i>Lake Erie Room</i>

2:45pm	<b>Break with refreshments and Conference Gift Pick-up</b> <i>Near breakout rooms</i>
3:15pm	<b>Breakouts Part II</b>

<b>Digging Deeper: Effectively Living and Working in a Diverse World</b>	<i>JODI PFARR</i>	<i>Hennepin Salon 3</i>
<b>Inspirational Leadership</b>	<i>DR. JODY JANATI</i>	<i>Lake Huron Room</i>
<b>MJB Ethics Under the Microscope</b>	<i>SUSAN LOVE</i>	<i>Lake Ontario Room</i>

<b>Hearing the Victim's Voice:</b> The Role Courts Can Play in Combating Prostitution, Sex Trafficking, and Commercial Sexual Exploitation	<i>PATINA PARK</i>	<i>Lake Michigan Room</i>
<b>Contributing to a Safer Minnesota:</b> MINNCOR industries and the Minnesota Department of Corrections	<i>MARK THOMPSON</i>	<i>Lake Erie Room</i>

5:15-6:45pm	<b>Social Event: Happy Hour Team Trivia</b> ( <i>light hors d'oeuvres and cash bar</i> ) <i>Hennepin Room</i>
7:30-10:00pm	<b>Networking Suite, Hosted by the Fifth District</b> <i>Room</i>

**Day 3:  
Friday, September 26, 2014**

7:30-8:30am **Continental Breakfast**  
*Minnesota Foyer*

8:30 am **Roundtable Presentations**  
*Minnesota Ballroom*

<b>Domestic Violence Courts</b>
<b>Access Through the New MGA (Govt. Access)</b>
<b>Managing to Reduce Vicarious Trauma</b>
<b>ViBES to MNCIS Transition - "2/4 Project"</b>
<b>Emerging eCourt Worker Profile</b>
<b>Tyler eFile and eServe Demo</b>
<b>Record Retention</b>
<b>Making the Most of the Halogen Learning Management System (LMS)</b>
<b>A Green Office</b>
<b>Integrations - MCAPS, CSTS</b>
<b>Business Continuity &amp; Technology Failure/Recovery</b>
<b>Succession Planning &amp; Development Programs</b>
<b>Benchworks Demo</b>

9:45am **Break with refreshments**  
*Minnesota Foyer*

10:15am **PLENARY: The Luck Factor**  
*MICHAEL KIEFER*  
*Minnesota Ballroom*

Noon **Conference Adjourns**





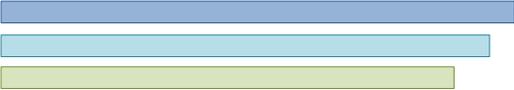
## WEDNESDAY PLENARY: Keeping Your Wits When All Others Are Losing Theirs

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### **The Honorable Susan R. Miles, Tenth Judicial District, Washington County**

Maintenance of professional temperament and equanimity can be a struggle, in the office and at home, given the high incidence of toxic cases and anxious or angry customers. Judge Miles will introduce mindfulness skills which empower participants to be fully present and aware of their thoughts and emotions, providing relief from stress. Long-term medical and psychological benefits of mindfulness practice, proven by numerous studies, will be discussed.

**Judge Miles** has completed coursework at the University of Massachusetts and Omega Institute in New York to qualify her to teach Mindful-based Stress Reduction, and is an assistant MBSR instructor at the University of Minnesota. Judge Miles has been serving on the District Court in the Tenth Judicial District of Minnesota since January, 1997 and is chambered in Washington County. She was appointed Washington County Lead Judge for the statewide Childrens' Justice Initiative in 2000, and also has served on numerous local and statewide committees having to do with pro se representation, professionalism, new judge orientation, judicial elections, local courthouse expansion, legal certification, and public education. Judge Miles also served as president of Minnesota Women Lawyers as well as the Minnesota District Judges Association and the Minnesota District Judges Foundation. She also served as the chair of the Washington County Bench.



## WEDNESDAY BREAKOUTS: Infectious Disease Risk and Prevention in the Workplace...What does it mean for me?

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### **Cynthia D. Hickman**

At the completion of this presentation participants will be able to:

- Describe Infectious Disease (ID)
- Describe ID transmission
- Understand Risk of ID transmission in a work environment
- Implement Mitigation of ID risk in a work environment

**Cynthia D. Hickman** has worked for the people of Minnesota as a public health epidemiologist at the Minnesota Department of Health for over 21 years.

She received her Bachelor of Science from the University of Minnesota and her Master of Public Health in Epidemiology and Preventive Medicine from The George Washington University School of Public Health.

During her time at MDH, she has worked in both acute and chronic disease epidemiology. While in the Infectious Disease Epidemiology, Prevention and Control (IDEPC) Division, Cynthia has worked in the Tuberculosis and HIV/AIDS surveillance units. She has also worked in the Health Promotion and Chronic Disease Division's Center for Occupational Health and Safety. Since 2003, Cynthia has worked as the Metro District Epidemiologist for the Epidemiology Field Services (EFS) unit as the liaison between Metro District local public health and MDH.

## MJB Ethics Under the Microscope

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### Susan Love

On a daily basis, employees of the court are faced with challenging and thought-provoking ethical decisions that impact their performance on the job. In making ethical decisions, court staff members are required to analyze the ramifications of their actions under the ethical microscope of the Minnesota Judicial Branch Ethics Policy and decide how to respond to customer, stakeholder and colleague situations. Ethical conduct by court employees is critical to the administration of justice and the public perception of the integrity of the Judicial Branch.

This course will provide participants with real court ethics scenarios to discuss using the MJB Ethics Policy as a guideline for making ethical decisions. After this course, participants will be able to:

- Describe and understand the articles of the Minnesota Judicial Branch's Ethics Policy;
- Understand how the Minnesota Judicial Branch Ethics policy applies to an individual's work on a day-to-day basis in the courts;
- Use an ethical framework for examining factors in making key decisions every day.

**Susan Love** is the Judicial Education Program Manager with the State Court Administrator's Office. She has 20 years of supervisory and management experience in the court system working for the County Attorney's Office, Public Defender's office and the Minnesota Judicial Branch. From 2001 through 2013, Susan served as a manager over several operational divisions in the Fourth Judicial District Court: Civil Filing, Housing Court, Probate/Mental Health Court, Hearing Office, Traffic Violations Bureau, Juvenile Court and the Education & Organization Development Office. Susan has a Bachelor's Degree in Organizational Leadership from Bethel University, is a Certified Court Manager through the National Center for State Courts, and attended the Minnesota School of Business for Legal Office Administration. She has served as the Minnesota Association for Court Management's Education Chair (2 years) and President (4 years) and is certified to facilitate: Leading at the Speed of Trust, Working at the Speed of Trust, 7 Habits of Highly Effective People, MBTI, 5 Choices to Extraordinary Productivity, and is a certified Center for Creative Leadership Benchmark facilitator. She has also led classes in the Thomas Kilmann Conflict Model Instrument, Court Ethics, and Balanced Performance Management.

# American Sovereign Citizens Movement

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## **NETIA RICHARDS**

The Sovereign Citizen movement is a fast growing movement throughout the U.S. and Canada. Law enforcement, security practitioners, and federal employees face a growing threat from radicalized, anti-government extremists, especially from lone offenders with the propensity to attack without provocation.

The goal of SMART SECURITY is to provide law officers and security practitioners with a basic and/or advanced knowledge of the Sovereign Citizen Movement (SCM), and other like-minded, anti-government extremist ideologies. SMART SECURITY increases your knowledge and understanding of the movement and its ideology; familiarizes attendees with examples of paper terrorism tactics; gain insight into warning signs (visual and verbal indicators) and officer safety do's and don'ts.

**NeTia Richards** coordinates a law enforcement training program housed at the Upper Great Plains Transportation Institute at North Dakota State University in Fargo, ND. She holds a Bachelor's of Science degree in Criminal Justice with an emphasis on Criminal Offending. After completing a research externship focused on counterterrorism under Dr. Jarret Brachman she became the lead Researcher for the Sovereign Watch Program in 2009 until becoming the Program Coordinator in 2013. NDSU's program focuses on providing research, outreach and training as well as a bi-weekly newsletter to law enforcement agencies and security practitioners on emerging trends within violent extremist movements, particularly the Sovereign Citizen Movement. Bauman's research interests span security and transportation related issues. She has been a contributor to an online blog on transportation security threats and has been an invited guest contributor for Mass Transit magazine on several occasions.

## **Court Services: “Help! The Roster Doesn’t Work!”**

Exploring the mystery of “Compatibility View” and other practical answers and best practices for Psychological Services and Court Interpreter programs

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### **Lisa Jore and Polly Ryan, SCAO Court Services Division**

This session will highlight best practices and tools available to help improve managing Court Interpreter and Psych Services programs for county and district court staff. The discussion will address recent findings of the Mandated Services audit, address plans for new program databases and policy changes, and allow plenty of time for Q & A.

**Lisa Jore** is the Psychological/Psychiatric Examiner Services Program Coordinator for the State Court Administrator's Office. She provides policy and database assistance to court staff, oversees the Roster of Examiners, and provides assistance to new examiners joining the Roster. She also serves as coordinator for the Bail Bonds Program and Court Operations Advisory Workgroup, also located in the SCAO. Prior to joining State Court Administration in April 2013, Lisa worked for the

University of Minnesota and Minnesota Historical Society as a coordinator for various public programs.

**Polly Ryan** is the Coordinator of the Court Interpreter Program and Language Access Services at the Minnesota State Court Administrator's Office, Court Services Division. Prior to returning to her home state of Minnesota in 2011, she worked for 10 years for the Florida State Courts in various positions in Court Administration. In Florida's 1<sup>st</sup> Judicial Circuit she served as Deputy Court Administrator and managed juvenile court services including the juvenile drug courts and juvenile mental health court in Pensacola. She more recently worked for the Florida Supreme Court in Tallahassee as a Senior Court Analyst in the Office of Court Improvement.

## "I Always Feel Like Somebody's Watching Me" The Impact of Digital Evidence

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### **Mark Lanterman**

Forensic analyst and former member of the US Secret Service Electronic Crimes Task Force, Mark Lanterman discusses the benefits of and the burdens imposed by electronic evidence, how "deleted" information can be recovered from computers and options for the protection of corporate trade secrets. He will also speak about non-traditional evidence sources, such as the iPhone, iPad and social media.

**Mark Lanterman**, Chief Technology Officer, Computer Forensic Services, has over 11 years of law enforcement experience as a police investigator, culminating as a member of the U.S. Secret Service Electronic Crimes Task Force. Lanterman has successfully led thousands of forensic investigations within large legal organizations, Fortune 500 corporations and governmental organizations. Lanterman is recognized as an expert witness and is frequently asked to speak at national and international conferences. He is often appointed as a court appointed computer forensics expert. Lanterman received recognition from the Director of the U.S. Secret Service for his contributions to law enforcement.

## Performance and Development Goals Workshop

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### **Jeri Boetcher, Connie Gackstetter, & Deb Morse**

Do you dread writing employee goals in performance reviews? Is it a struggle working with your staff to create goals that will improve, sustain and take their performance to the next level AND link them to the strategic goals of the organization? If so, this session is for you! This workshop will provide participants with an opportunity to refine their skills in writing performance and development goals through a hands-on approach. We will focus on three employee groups as case examples:

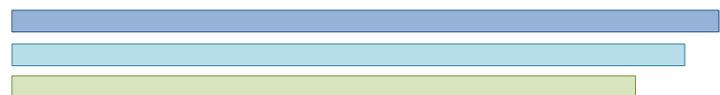
- 1) Long-term employees who are happy in their positions and want to work for the courts until they retire;
- 2) Employees who are derailing in a competency or two and need review goals targeted

- at getting them back-on-track;
- 3) High performing employees who need goals that help them develop for future promotional opportunities or new assignments

**Jeri Boetcher** joined the First Judicial District Administration team in 1988 and is currently the HR Manager. She has an Associate’s Degree in Paralegal Studies and a Bachelor’s Degree in Management. Her professional focus includes the areas of employee and management development and coaching, performance management, training and education and labor and employee relations. Prior to working for the First District, Jeri worked as a Paralegal in several Wisconsin and Minnesota law firms, specializing in probate, real estate, personal injury and worker’s compensation. She is certified faculty for several training programs, including NCSC Human Resources CMP, NCSC Education, Training & Development and 7 Habits of Highly Effective People. Outside of work, Jeri’s passions include her family, stewardship, traveling and photography.

**Connie Gackstetter**, Education and Organization Development Manager, Judicial Branch Human Resource Development Division, has been responsible for statewide management development and education since 2007. Connie has over 25 years of experience at various levels of government and as a consultant to private, public and non-profit organizations. She has been able to engage in work that helps leverage personal and organizational effectiveness, specializing in new program development, education, and coaching and organization development. Throughout her career, Connie has implemented a range of programs spanning leadership development, employee assessment and recognition, investigations, organization-wide diversity strategies and the redesign and implementation of technology-based performance management systems. Early in her career, she was part of teams who designed and implemented the model felony domestic abuse prosecution process, created one on one coaching for accused harassers and designed and implemented local victim-witness programs. When not working or reading, you will find her enjoying life outdoors with her husband Randy and two dogs, Pony and Birdie.

**Deb Morse**, Human Resources Manager with the Fourth Judicial District Court in Minneapolis, Minnesota, has worked in the Judicial Branch since 1998. She has held various positions in District Court Administration and Human Resources. She has been in her current role, Human Resources Manager, since 2008. Deb holds a Bachelor of Arts Degree in Psychology from the University of Minnesota. She is certified to facilitate InsideOut Coaching, 7 Habits of Highly Effective People, Leading at the Speed of Trust, MBTI, and is a certified Center for Creative Leadership Benchmark facilitator. She has also led classes in mentoring, performance management, ethics, and customer service.



## THURSDAY PLENARY:

### Effectively Living and Working in a Diverse World

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#### Jodi Pfarr

In today’s diverse world, our professional and personal experiences often require us to work effectively with diverse populations – whether that diversity is economic, racial, gender, etc. This unique training will allow participants to become conscious of and better understand their

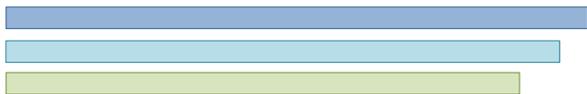
personal experiences while also being open to the complexities of others' experiences.

Participants leave with a very practical understanding of how to work effectively with diverse populations to help them better manage, supervise, or volunteer within their organizations or communities.

Since 2001, **Jodi Pfarr** has worked internationally conducting impactful seminars that have people learning and laughing.

Her engaging style – and trademark humor – allows her to effectively connect with diverse audiences. Her ongoing clients represent a broad range of groups, including police departments, judges, teachers, religious institutions, social service workers and fire departments.

Jodi grew up in a rural area and lives in an urban city, giving her a keen understanding of demographics as well as the diversity and unique dynamics within both. She brings audiences the knowledge she has gained from years of hands-on experience within the criminal justice system, social services, religious institutions and nonprofit organizations. This vast work experience enriches her presentation with stories from the trenches that audiences often find relatable and transferable into their own lives.



## THURSDAY BREAKOUTS:

### Digging Deeper: Effectively Living and Working in a Diverse World

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**Jodi Pfarr** (*see bio above*)

This session will continue to explore the complexities of growing up, living and working in a diverse world. Concrete tools on how one can use this insight within their organization will be given. This will allow individuals and institutions to become more effective at serving all.

### Hearing the Victim's Voice: The Role Courts Can Play in Combating Prostitution, Sex Trafficking, and Commercial Sexual Exploitation

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**Patina Park**

The Training Session will provide an overview of sexual exploitation and experience gained by providing culturally-based, trauma-informed, early intervention and healing for trafficked women and girls and provide information to the audience on how to identify the signs of sexual exploitation, how to best work with people victimized by it, and what people can do to help. The session will include information from Shattered Hearts: the commercial sexual exploitation of American Indian women and girls in Minnesota, which provides strong evidence of the

disproportionate vulnerability and exploitation factors for this population. . The session will include information from Shattered Hearts: the commercial sexual exploitation of American Indian women and girls in Minnesota, a 2009 MIWRC report analyzing the scope of sex trafficking of American Indian women and girls in the United States.

**Patina Park** is Lakota from the Cheyenne River Sioux and has been an attorney for 13 years. Patina most recently served as the Executive Director for the Division of Indian Work before being hired to serve as Interim Executive Director at MIWRC. She has a variety of experiences working with the tribal communities: as a law clerk to a judge in Hennepin County Juvenile Court specializing in Indian Child Welfare Act cases; as an attorney providing direct representation of Native American families in state and tribal courts throughout Minnesota; as an appellate court justice for the Prairie Island Indian Community of Minnesota; and in policy development and training.

As a tribal attorney for the Ho Chunk Nation of Wisconsin, she was responsible for the state-wide implementation of the Wisconsin Indian Child Welfare Act, a state law codifying the Federal ICWA. In this role she worked with tribal, local, and state governments and agencies to create strategies to improve communication and coordination. Ms. Park developed practice principles, curriculum, training materials, standardized practice tools, and facilitated over 50 trainings state-wide. She is co-author of the article Best Outcomes for Indian Children, an article documenting the Wisconsin Indian child welfare work published in the 2012 Journal of Child Welfare.

Ms. Park has significant training experience and has been an on-call instructor for the Falmouth Institute since 2011. She has enjoyed working with tribes throughout the country, including tribal councils, tribal boards, tribal attorneys and judges, social workers, community members, and service providers, on a broad variety of topics such as Federal Indian Law, Governance Best Practices for Tribes, Human resources and Employment law, Family law in Indian Country, The Indian Child Welfare Act, and Ethics. Ms. Park is currently serving as an adjunct teacher teaching Children & the Law at Hamline University School of Law.

Ms. Park is a graduate of Hamline University School of Law and received her undergraduate degree in Psychology from Arizona State University. She has been married 13 years and lives with her husband, two beautiful children, three cats, and a dog.

## Inspirational Leadership

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### Dr. Jody Janati

While you attempt to manage and lead staff through ongoing challenges and transitions, what do you know about them? It is essential that leaders adjust their style and learn how to inspire individual staff members through the power of connection. Building genuine and conscientious points of connection with staff will help build your credentials as an inspirational leader. Regardless of your style of communication, you can learn how to inspire others by understanding the individual and their reality as well as their dreams.

Participants will learn:

- The importance of knowing your employees' aspirations as well as their reality
- Questions that will build an inspirational environment
- Keys to conscious listening for inspirational connections
- Moment of connection

- Feedback options through knowledge of reality and aspirations
- How to shift challenging workplace interactions to positive interactions
- The impact of inspiration through connection on job satisfaction and productivity

Trainer, speaker, conference facilitator... **Dr. Jody Janati** has an Ed.D. degree in Organizational Leadership, and a M.A. degree in Speech Communication. She currently teaches in the Communication Studies Department at the University of Minnesota. She offers a variety of public and professional workshops on conflict reduction tactics and effective communication skills throughout the year. During her academic career she has held a number of administrative positions in higher education, taught for various colleges in the Twin Cities metro area and authored four books.

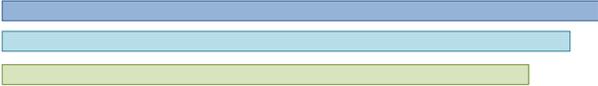
## Contributing to a Safer Minnesota: MINNCOR industries and the Minnesota Department of Corrections

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### **Mark Thompson**

MINNCOR's role in the Minnesota Department of Corrections is a fascinating story of how running factories in Minnesota's state correctional facilities contributes to a safer and more productive Minnesota. Our mission is driven by three tenants: 1) Employ as many offenders as possible, 2) Cover the cost of operating these factories, 3) teach and document work skills to assist in reentry into society. MINNCOR is a \$42 million "business", operating as a program in 6 of the 9 state correctional facilities. The factories span over 750,000 sq/ft of space and employ over 1600 workers (offenders) each day. There are over 18 different business units and a division that supplies contract manufacturing for private sector companies. This activity relates to a lower rate of recidivism by a measure of 30-50% over the general prison population. All this is done at no cost to the citizens of Minnesota, as MINNCOR takes no general fund money to run this program, in fact in FY 14 MINNCOR was able to give back to the DOC and State of Minnesota, over \$5.3 million. Come learn about this interesting success story, its history, workers and products.

As Vice President of Sales, **Mark Thompson** leads all of MINNCOR's sales management and product marketing functions. With over twenty years of experience in sales, Mark is an integral part of MINNCOR's ongoing effort to maintain self-sufficiency. During his career at MINNCOR, Mark has served as Sales Executive, Supervisor, and Vice President of Sales. In his current role, Mark manages the sales and marketing of MINNCOR branded products. A Wisconsin native, Mark earned a Bachelor of Science degree from the University of Wisconsin in Industrial Arts Education. Prior to joining MINNCOR, Mark was in sales, design, and operations in the field of Architectural Millwork.



## FRIDAY ROUND-TABLES:

### **Domestic Violence Courts**

Nationally one in four American women report being physically abused by a husband or boyfriend at some point in their lives. It is estimated that three women and one man are murdered everyday by their partners. In 2013 in Minnesota, at least 25 women died from domestic violence and at least 6 family members/friends were murdered. This session will discuss how Beltrami County's dedicated domestic violence court docket, as part of a coordinated community response, has enhanced offender accountability and strengthened victim and family safety. Join us as we discuss how your district, county and community can benefit from and begin to develop a domestic violence dedicated court in your area.

### **Access Through the New MGA (Government Access)**

The new MGA application will include access to appropriate confidential case records and document images for government subscribers statewide. This roundtable session will include an overview of the access that will be provided to the government subscribers and a brief look at the new tool that will be used to provide that access.

### **Managing to Reduce Vicarious Trauma**

Court staff see photos, hear testimony and view evidence of some of the most difficult issues humans encounter from criminal evidence to family court hearings and sometimes the events that unfold in our own courthouses. MJB HRD has convened a workgroup to explore what the impact of our experiences have been and how we can help managers and staff recognize, prevent or alleviate, and respond to these types of experiences when they occur in our own environments. Hear more about it, share your experiences and help identify tools you would like to see to continue to make our court environment a thoughtful, responsive and caring one!

#### **Facilitators:**

Lisa Schoeder, SCAO, HR&D Division, HR Specialist: Project Coordinator

Paula Lang, 9th District, Crow Wing County, Court Operations Supervisor: Structural Sub Committee

Carissa Scholz, 9th District, Hubbard County, Deputy Court Administrator: Structural Sub Committee

### **Vibes to MNCIS Transition - "2/4 Project"**

This discussion will focus on the transition from ViBES to MNCIS and the impact it will have statewide. Some of the topics we will cover are new MNCIS tools and functionality, impact on the Court Payment Center, timelines and how this project ties in with eCourtMN. Even though the transition itself is to convert the 2nd and 4th to MNCIS, the fact that these two districts will be joining the CPC means this project affects the entire state.

### **Emerging eCourt Worker Profile**

As a result of technology innovations, shifting customer and stakeholder customer service expectations, demographic shifts, and our branch's focus on efficiency, the knowledge, skills and abilities court staff need to be successful is shifting. The Human Resources and Development team has analyzed the changing expectations and job requirements and has created an eCourtMN Worker Profile that describes the qualities managers will want to look for in future court employees, as well as develop among their own teams. Attend this round table to learn more about the emerging eCourtMN worker profile and contribute your thoughts on how our work is changing.

### **Tyler eFile and eServe Demonstration (eFS)**

This roundtable will give a live demonstration on the eFile and eServe process. Participants will be able to see the process from start to finish, including both the user side and the Court side.

### **Record Retention**

Does eCourtMN change how the Minnesota Judicial Branch manages records? This round table session will answer this question and more about the District Court Record Retention Schedule.

### **Making the Most of the Halogen Learning Management System (LMS)**

A learning management system (LMS) is a software application and information system used for the administration, documentation, tracking, reporting, and delivery of educational courses and training programs. In this interactive session, you'll learn about the Minnesota Judicial Branch's LMS, Halogen eLearning Manager (eLM), and how it simplifies the processes for managers and supervisors relating to scheduling, managing and tracking learning activities.

After completing this session, you'll understand how to:

- Use eLM to browse and search learning catalogs, enroll in courses, approve direct reports' enrollments, and view learning transcripts.
- Submit training requests for CME credits for learning activities taken outside of eLM.
- Manage your direct reports' performance and learning, and empower your employees to manage their career development.

#### **Presenters:**

- Choua Lor, HR & Development Technology Coordinator
- Don Rasinen, e-Learning Specialist

### **A Green Office**

Do you want to learn to SAVE the environment and maybe even some money for the MJB in the process? This presentation will show you simple and easy ways that you can Reduce, Reuse, and Recycle things at the office

### **Integrations - MCAPS and CSTS**

Learn about integrations that are available and currently in use throughout the state. Additional

information will be provided regarding new integrations in MCAPS and CSTS.

### **Business Continuity & Technology Failure/Recovery**

This Roundtable Discussion will present current technology solutions that are in place to provide the courts with redundant software and data delivery systems. Also discussed will be the eCourtMN Part 3 initiative underway to create District specific Business Continuity Plans for guidance when situations occur in which the court must alter or restrict its operations due to a temporary failure of the eCourtMN toolset.

### **Succession Planning & Development Programs**

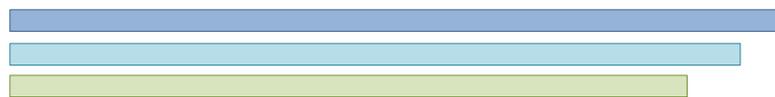
Retirement numbers in the Judicial Branch are at an all-time high and this trend is forecast to continue. This roundtable will review statewide educational offerings and development opportunities to prepare employees for the future. Information will include illustrating the portal to education and training events and information, programs, materials, and resources for all employees of the Minnesota Judicial Branch.

### **BenchWorks Demonstration**

BenchWorks is a judicial case management system that allows judicial officers to:

- Prep, hold, and process court hearings
- Track and assign work
- View and sort court calendars
- View and annotate electronic court documents.

It is important to note that BenchWorks pulls in information from MNCIS, and that any work done in BenchWorks will not save back to MNCIS. Benchworks has been in Pilot since August 18th with over 20 users from around the state, the Pilot lasts until December. A state-wide rollout plan is under development.



## **FRIDAY PLENARY:** **The Luck Factor- Creating a Positive Life Prophecy!**

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### **Dr. Michael Monroe Kiefer**

Did you ever notice how some people seem lucky? They are always so positive and happy and things just go their way? Why do they attract lucky breaks? Their secret is revealed in this presentation. There is an actual scientific principle operating behind "luck." It is called "The Law of Attraction" and you can learn how to use it your advantage to create a positive future for yourself, studded with lucky breaks! Historical figures such as Henry Ford, Thomas Edison, and

Napoleon Hill all mastered the luck factor. They understood the basics of the power of decision, dedicated hard work, and faith in their abilities. You can quickly learn too! Real life case studies of ordinary people Michael has worked with that have achieved extraordinary life-changing results will be presented. This is a fascinating and unique presentation!

From New York, **Dr. Michael Kiefer** attended College at the State University of New York at Buffalo. He majored in cell and molecular biology and minored in abnormal psychology. In 1984 Michael graduated with honors Cum Laude with a B.S. degree. He then attended Texas A & M University and graduated with a Master of Science degree in genetic engineering. Michael has a Ph.D. degree Summa Cum Laude in psychology from Addison University. His dissertation research was on conscious, subconscious and super-conscious mind function. After graduation Michael worked for an agricultural chemical company on genetically engineering BST and PST, building experimental genetically mutated forms of cow and pig growth hormones respectively. After one year he was hired by the Northrup King Seed Company to run their new multimillion dollar DNA fingerprinting research lab in Stanton MN. He ran the lab for seven years and helped develop several genetically modified commercial food crops. Michael left Northrup King and founded The POWERMIND Institute to study human potential and gives keynotes and presentations all over the country.