



MACM MATTERS

Minnesota Association For Court Management

Winter 2023/2024

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President’s Article

Jennifer Miller

Greetings MACM Members!

I hope all our court managers have had a good start to the holiday season and are acclimating to the winter weather!

My message for this newsletter is based in gratitude.

I want to thank the Vice Presidents Trisha Mernitz, Angie Jonas and Megan Bergman for all their contributions this past year. These colleagues are dedicated to learning their roles in MACM and to ensuring we can engage their committees to the fullest. While a large focus went into our fall conference, they are all looking beyond that to other opportunities that will benefit our organization.

My thanks to our Treasurer Meghan Knapp. This past year, she worked with a small group to form the Finance Committee. She has also worked to find efficiencies in our financial processes and ensures we are being responsible with our funds.

My appreciation to Secretary Katie Block. Her efforts to engage in MACM and offers to help in any way she can do not go unnoticed.

MACM Matters

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My gratefulness to Past President Aaron Williamson for being a steady force in MACM for several years. His knowledge guides our decision making. He is always the first to recognize that change is a good thing, and he encourages MACM to adapt and remain flexible.

A big thank you to all the members of the committees who took on new roles this past year. Our organization, our committees and our conference have seen the difference due to your efforts!

A final thanks to all the attendees of our fall conference. It was a successful conference. Your attendance, your commitment to MACM and your feedback provided in our evaluation were all positive contributors to our conference success. That feedback helps guide us as we build future events. Our committees reference your feedback throughout the year to ensure we are providing the content and events you want to engage in.

I wish everyone a great holiday season!



Jennifer Miller

MACM Membership Services Committee Update

**By: Megan Bergman, Committee Chair
Benton and Mille Lacs County Court Administrator**

As I write and reflect upon our recent 2023 MACM conference in Brainerd, Thanksgiving is just around the corner. When I think about what I am most grateful for regarding my work life, my fingers do not hesitate to type as they dance away on the keys from my Foley office, that I am most grateful and thankful for my MACM community! What a fun and engaging conference we were all able to share together in beautiful Brainerd. We had a total of 227 attendees this year.

I had a lot of memorable experiences but one of my favorites was having the honor of meeting most of the new members who attended the New Member Mixer on Tuesday night. For me, one of the most important parts of being on the Membership Committee is getting to the heart of what it is to be a member of any organization, and that's *connection*. Being able to network and connect with so many different people across the state is a true pleasure. We had so much fun meeting everyone and introducing them to the MACM community.

My second favorite event was the Hospitality Suite. It is amazing to be able to offer opportunities to network after hours. And you all make these things possible with your generous Entertainment Donations! The 2nd District hosted this year and my-oh-my what fun was had those nights! With a "speak-easy" theme and costumes to boot, we were taken back in time and entertained with fun games, beverages, and food. Since we were gifted with beautiful weather, we were all able to sprawl out onto a large deck that overlooked Gull Lake.

At our awards ceremony, we were able to recognize and congratulate five award winners recognized in this newsletter. Congratulations, again! Remember, each year we send out a request for award nominations. Who will be next year's award winners? I encourage you to start thinking about who from your district you would like to nominate.

The vendor show this year took on a new type of vendor engagement activity that we hope you enjoyed. Congratulations to all the prize winners from our fun evening.

Fast Facts from Membership Services:

- * There were 53 new members that joined between the 2022 conference to the 2023 conference.
- * We currently have 426 MACM Members total.
- * Educational scholarship opportunities are offered in November and May of each year.
 - ◆ In November 2022 and May 2023, we gave out a total of two scholarships to MACM members.
- * We are beginning to plan for next year's conference being held in Duluth, MN.



Jamie Majerus—Vice Chair
Megan Bergman—Chair

MACM Membership Services Committee Update cont'd

As we move forward with this new Executive Board of Officers, I am excited at the collaboration and discussions we are having about our vision for future conferences. Not only that but the conversations are brewing on how to connect and engage with members throughout the year. Stay tuned! As you venture into your workdays and a new year, I encourage you all to not forget your greatest resource. Each other! As the Chief Justice noted in her speech at this year's conference. "We do hard things." We do. Relying on our vast array of resources across the state is such a benefit as is this MACM organization. Be well my friends and see you soon!

MACM Education Committee Update

By: Angie Jonas

At the end of last year's conference, I went home thinking, "what did I just get myself into?!" I'd been the vice-chair for four years and enjoyed every minute of it. Becoming the chair felt like the next step and I was up for the challenge, and what a challenge it has been. Both Monica Tschumper and Kris Cunningham (previous chairs since I had joined the committee) did such a fantastic job leading the committee and bringing us all high-quality content at each conference. They made it look easy and I was worried that I wouldn't be able to live up to those high standards we all expect. You have all shown me great kindness and allowed me to grow into this new role. I'm grateful for you all.



As stated above, our members expect a great conference and the Education Committee delivered just that. Each year our members mention that they really enjoy being able to network with their peers from around the state when at the conference. The 2023 conference was held at Cragun's Resort in the Brainerd/Baxter area, which, along with the beautiful fall weather, provided members with extra time for networking after the daily conference sessions. We brought back Innovation Hour which provided additional networking opportunities centered around topics we can all relate to. The feedback we received indicated that this new Innovation Hour format was appreciated and welcomed at future conferences.

Our conference locations have been confirmed for both 2024 and 2025. The 2024 conference will be held in Duluth on Oct. 22-24. Unlike previous years, we will not all be in one or two hotels. In 2024, we'll be spread out between numerous hotels in the Canal Park area. While we try our best to find a property that has enough rooms for all conference attendees, the Education Committee feels that our members would appreciate being within walking distance of the Duluth nightlife. Our 2025 conference will be in Rochester at the Mayo Civic Center on Oct. 7-9, 2025. While we will likely be staying at the Kahler Grand again, but this is not confirmed. A site visit will be made before making any final decisions.

Education Committee Update cont'd

I will be sending a speaker/topic proposal request sometime time in late December or early January. I encourage you all to start thinking of the topics you'd like to see presented at future conferences. While we only send out the speaker/topic proposal once per year, that doesn't prohibit you from reaching out anytime you have an idea. I encourage you to email me with any suggestions, or feedback, any time of year.

I'd like to close by thanking all active committee members for their time and work in bringing meaningful conferences to all MACM members. Conference planning is more than just finding some speakers and planning after-hour activities. The phrase "too many cooks in the kitchen" definitely doesn't apply to our conference planning. I'm willing to bet that the other committee chairs would agree that "many hands make light work" is a more accurate phrase, and one we all embrace. If you're not currently on a committee and would like to see what it's like to be on one, please reach out to any of the committee chairs and we'll send you an invite for an upcoming meeting. You can observe a meeting or two before deciding to join a committee. It can be very rewarding and provides another opportunity to meet others from around the state.

Legislative and Outreach Committee Update

By: Trisha Mernitz

Thank you everyone for another wonderful conference this year in the beautiful Brainerd area! The Legislative and Outreach Committee would like to thank everyone who donated to this year's charitable campaign, with donations going to [Relationship Safety Alliance](#). RSA is located in Brainerd and serves the Mid-Minnesota area, providing many services to help individuals experiencing domestic violence overcome the many barriers they may be facing. The stories, information and materials they shared with our group were very impactful, and the funds raised will help them continue to provide services such as their Louise Seliski Shelter, which operates 24 hours per day as an emergency shelter for those who are experiencing domestic violence, the Alex & Brandon Child Safety Center, which is available 365 days per year and provides a safe location for supervised visitation and exchanges, and weekly Support Groups. Together we were able to raise an impressive total of \$2695, with \$645 of that coming from the silent auction baskets! The winner of our friendly competition to bring in the highest total of cash donations was the Third District, bringing in a total of \$450 from the District – wow!! A huge THANK YOU to everyone for their very generous contributions, whether that was a cash donation, donating items, time and energy towards the silent auction baskets, or bidding on baskets, your contributions and support are greatly appreciated!



This year, the Legislative and Outreach Committee has elected to do a Holiday Cash Drive, with donations going to [The Food Group](#), a Minnesota equity-focused nonprofit that has provided good, local food to those in need for nearly 50 years. Their focus is on increasing access to healthy food and distribution of culturally connected foods and services, offering education and support services to hungry relief agencies, farmers and community members, and partnering with emerging farmers in food production. Watch for more information to come on this from the Legislative and Outreach Committee!

MACM Finance Committee

Greetings from the Finance Committee Chair!

By: **Meghan Knapp**

Even though most of you already know me as the MACM Treasurer, I would like to take this opportunity to introduce myself as the Chair of the new MACM Finance Committee. Ok, I am honestly using the word “new” very loosely here as we were created back in April and have had about five meetings so far. We currently have ten members from all lines of business on the committee.

The official purpose of the MACM Finance Committee is: “An organizational committee that works with the MACM Board to oversee the financial dealings of the MACM organization.” The primary responsibilities of this committee are to: “establish accounting practices, ensure control over the finances, make sure that funding requirements and obligations are being fulfilled, accurate and auditable financial records are maintained, and financial matters are being conducted legally, ethically, and efficiently.”

Some of our goals as a committee in the upcoming year are:

- Create sound financial policies and procedures for MACM

- Create long-term goals for conference registration and fees

- Look at ways we can utilize our purchasing power to reduce conference costs

- Ensure we are being responsible with the delegation of MACM funds

- Seek out new, innovative, safe, auditable and low effort ways to pay liabilities due to our members and vendors quickly and without paper.

Sound like fun? We are always looking for new members to join the committee. If you are interested or want more information, please feel free to reach out to me.

As we find ourselves quickly rushing into the end of another year, I hope that you all can find some time for reflection, relaxation, and can truly enjoy the season. Even though I am a hardcore winter lover this is one of my favorite quotes by poet Percy Bysshe Shelley to keep in mind during this time of year; “If Winter comes, can Spring be far behind?”



Meghan Knapp

2023 MACM CONFERENCE



**Growing together is the beginning; Keeping together
is progress; Working together is success**

State Court Administrator's Address

By: Aaron Williamson

Jeff started out his presentation by presenting the 2023 State Court Administrator's award. The award was created in 2020 to recognize exceptional service across the state where it is happening. Highlighting these achievements helps to honor them and share innovative approaches to solving problems and serving the public. By sharing their accomplishments, we can all learn and do better.

This year two team awards were presented to:

- ◆ The judges and staff of the First Judicial District for being the first district to eliminate their criminal backlog and for their help reducing the statewide backlog.
- ◆ The Court Research Office at SCAO for their work providing data and tools for us to access and understand the data which was crucial to attacking the backlog.

These award winners represent where we are as an organization today – how we have come together to address problems with teamwork and creativity.

2023 MACM CONFERENCE

State Court Administrator's Address continued.

Another big change coming for the Branch will be the transition of Chief Justices. Over the past 13 years we have been fortunate to have a forward-thinking leader, ready to tackle difficult challenges. She has pushed us to think bigger and strive for excellence. Her high standards are a lot of the reason we should consider ourselves amongst the best run judiciaries in the nation. The Chief is known to often say , “We do hard things.” If we weren't addressing large challenges, we wouldn't be able to achieve excellence.

Some of the top achievements have been:

- Transiting to electronic filing and the eCourtMN transition
- National leader in self-help and combatting financial abuse
- Reengineering to support rural courthouses
- Increased transparency and accessibility
- Successfully navigating the pandemic
- Launching the oneCourtMN Hearings Initiative

When we're united with a shared vision and creative innovation, we can tackle these difficult challenges.

The OHI work is another example of us facing a problem head on. Even though we experienced change fatigue and resistance to adopting remote hearings, by pushing forward and measuring our progress, we have achieved great success in how we manage our court hearings in remote and in-person environments.

Jeff went through some of the key findings from the Hearing Participant Survey which was recently conducted to measure the success of both hearing types. Of note, 76% of litigants said they would prefer to attend a future hearing remotely. They also noted fewer discretions and greater ability to talk with their attorney.

“While many states chose to step back into their old ways, we chose to step forward into the future.” OHI is one of those examples of how we have done hard things under Chief Justice Gildea's tenure.

Jeff outlined some of the steps in the transition of Chief Justices. Of note, Jeff said that Justice Hudson is committed to sustaining a strong relationship between the bench in support of court administration.

Finally, Jeff went through some of the highlights of our biennial strategic plan.

2023 MACM CONFERENCE

2023 Minnesota Association for Court Management (MACM) Awards

By: Megan Bergman

The Minnesota Association for Court Management announced the recipients of its 2023 awards at its annual conference in September.



Congratulations to our 2023 MACM Award Recipients, Lindsay Listul (Eighth District)-Early Career Excellence, Katie Bloch (Eighth District)-Champion of Change, Jonathan Harms (Fourth District)-Coach/Mentor of the Year (Aly Yang accepted on his behalf), Lori Hunstad (First District)-Lifetime Achievement, and Kelly Iverson (Fifth District)-Distinguished Service! Congrats to each of our five award recipients!

2023 MACM CONFERENCE

MACM Awards

Early Career Excellence Award – Lindsay Listul

Multi-County Court Administrator, Eighth Judicial District

Lindsay Listul, Multi-County Court Administrator in the Eighth Judicial District, received the 2023 Early Career Excellence Award. The award recognizes a person who demonstrates achievement in the courts by obtaining a high level of knowledge in a short amount of time, is a quick learner, and a valuable resource to others. The recipient is dependable and consistent while working to achieve success in their local court, district, or for the Judicial Branch and demonstrates outstanding leadership by considering stakeholders when making decisions.

Listul, after only three years as a court operations associate, was appointed as the multi-county court administrator in 2021, mid-pandemic. In less than two years she has become a seasoned and effective court administrator. Three of four of her counties are two-staff-person offices. With careful planning, ingenuity, and dedication to promoting a quality court workplace environment, she was able to offer a hybrid work opportunity to all her staff. She has established an inclusive and open atmosphere in her counties and communicates frequently both with the Bench and with her employees. Listul came into this position with no prior management experience, and she has excelled as a manager. She has been with the Branch since 2017 and a Court Administrator since 2021.

Champion of Change – Katie Bloch

Multi-County Court Administrator, Eighth Judicial District

Katie Bloch, Multi-County Court Administrator in the Eighth Judicial District, was honored as the 2023 Champion of Change. The recipient of this award fosters collaboration to promote innovation by embracing opportunities to utilize technology and other resources to increase efficiencies and productivity in the workplace.

Bloch is a true champion of change. She shares her vision and passion for projects with staff, the bench, colleagues, and justice partners. She prioritizes communication, collaboration, and transparency which lends her well when leading a change initiative. When change is anticipated, she considers the impact the change has on various individuals and agencies and then communicates early and often. She explains the vision, outlines the steps to implement the change, collects input, listens to concerns, explains processes, and answers questions. Once the change is put into place, she follows up with everyone and solicits feedback. Bloch has worked for the Branch since 2007.

2023 MACM CONFERENCE

MACM Awards

Distinguished Service Award – Kelly Iverson

Multi-County Court Administrator, Fifth Judicial District

Kelly Iverson, Court Administrator in the Fifth Judicial District, received the 2023 Distinguished Service Award. The award recognizes individuals who have a record of outstanding service to the community and the courts and demonstrates leadership by improving the administration of justice and delivery of public service through the application of modern management techniques.

Iverson is a passionate, dedicated leader whose knowledge and experience are valued and sought after within her district and across the state. She makes collaboration a core part of her role and always keeps what is best for the entire Fifth Judicial District at the forefront of her work. In addition to her role as Court Administrator, she has served on various state and district teams focused on improving the customer experience, enhancing the court's operations and financial oversight, improving the quality of data, and supporting staff training and skills development. Her career with the courts spans decades and is one of progressively responsible leadership, a commitment to excellence in customer service, and a dedication to accuracy in the court record. She has left an indelible leadership footprint and a legacy that will carry on in those that she has mentored, coached, and shaped. Iverson was hired as a Senior Court Clerk in 1989.

Lifetime Achievement Award – Lori Hunstad

Court Administrator, First Judicial District

Lori Hunstad, Court Administrator for the First Judicial District, received the 2023 Lifetime Achievement Award. The award honors a recipient's many contributions to the court management profession and their years of service to the Judicial Branch.

Hunstad was recognized for her dedication to the Judicial Branch and the citizens of Minnesota. She is an exceptional employee and manager. Combining that with her years of service to the Branch, she is the epitome of a Lifetime Achievement award recipient. She has demonstrated forward-thinking leadership, meaningful mentorship, unwavering dedication, and optimistic encouragement to everyone she encounters. She leads with confidence, sincerity, and integrity through days of controlled chaos. She holds her team to a high standard yet is respected for her fairness. She is a leader in change and encourages her entire team to innovate and adapt to our ever-changing environment.

2023 MACM CONFERENCE

MACM Awards

Lori Hunstad—continued

In her tenure with the Minnesota Judicial Branch, she has exemplified what relationship building looks like. She has built many long-lasting, respectful, and meaningful relationships with co-workers, Judge teams, and Justice Partners. The business relationships she has built with the Dakota Juvenile and Criminal Justice partners have had a significant impact on successful collaborative operations during her career. Hunstad has worked for the Branch for 44 years.

Coach/Mentor of the Year – Jonathan Harms

Court Operations Manager, Fourth Judicial District

Jonathan Harms, Court Operations Manager for the Fourth Judicial District, was awarded the 2023 Coach/Mentor of the Year award. The award recognizes an individual who fosters trust while encouraging others to achieve their goals without thought of reciprocation. The recipient of the award shares their skills and knowledge with others and provides excellent coaching in the ongoing development and enrichment of others.

Harms encourages people around him to work harder, trust in themselves, and strive for more. Tapping on their strengths and developing and improving upon their weaknesses. He empowers his team and his leaders to be their best selves, encouraging others to achieve their goals. He is someone who has inspired and encouraged others to strive for more; he is someone whom people look up to as a role model and coach. He enhances people around him by being a trusted adviser, promoting an open work environment, and coaching in leadership development and problem-solving. He sets high standards for success and realistic expectations. He is passionate about helping others achieve their goals by serving as a mentor in both professional and personal lives. Jonathan has served the Branch for 30 years.



**Not pictured in photo above, Jonathan Harms, 2023 Coach/Mentor of the year

2023 MACM CONFERENCE

Chief Justice Gildea's Address

By: Katherine Brennan

Chief Justice Gildea provided opening remarks to the MACM conference Thursday morning by first offering her profound gratitude for the work and support of the MACM members, as well as by sharing how proud she is of the strong and collaborative partnership that exists between Court Administration and the Bench here in Minnesota, which is not true of many other states.

The Chief Justice then highlighted some of the work that has been accomplished in her last 13 years as Chief Justice; including projects such as the transition to e-courts, the growing work of our SRL programs, the legal paraprofessional pilot project, re-engineering projects that have allowed our courthouses to all remain open, and the initiatives that have increased our transparency and accountability.

Chief Justice Gildea closed and kicked off the morning by reminding the conference that “we do hard things” and to keep going!



2023 MACM CONFERENCE

Mark Mayfield – [Find Your Day](#)

By: Lisa Braaten

Mark Mayfield has a simple philosophy, ‘say it with humor and people will get the message’. Stress management is a priority that many struggle with in our workforce. Using humor and real-life experience, Mark delivered the opening plenary for the 2023 MACM Conference in Brainerd.

He let us know that we are more resilient than we think we are and that we do not give ourselves credit for what we have already done in life. Asking us to determine if what we struggle with belongs in a ‘stress pile’ or an ‘inconvenience pile’, he shared what his mother would say – “Six o’clock”! If what you worry about will not make the six o’clock news, it is not that important. Do not overfill your stress pile.

Mark also shared techniques to get us through stressful times:

- ◆ Deep belly breathing by filling your lungs with air and expanding your abdomen before exhaling is physiologically more beneficial than taking a 30-minute coffee break every half day.
- ◆ Humor is a stress reducer because it creates distance between you and the issue.
- ◆ REACH!
 - Relax(ation) is critical
 - Exercise
 - Avocation – have a hobby and make sure it stays a hobby
 - Communication – talk to people
 - Humor



Additional tips for dealing with stress can be found on his website: [MarkMayfield.com/TriggerTips](https://www.MarkMayfield.com/TriggerTips).

Photo courtesy MarkMayfield.com
Call 988 for the National Crisis Hotline

DECIDE to do something! Why wait? If you are going to laugh about something, laugh about it today!

2023 MACM CONFERENCE

Understanding Ourselves

By: Lauren Hanson

Plenary Speaker Michelle Primus is Co-Founder Momentum Partners, MN as a Leadership and Development Consultant. Michelle provided a breakdown of understanding how we can Be our Best and Understanding Self and Others. She focused on our Emotional Intelligence, and how we show up. How others might show up so we can open our minds to others. How they think and learn differently from ourselves.



She spent a lot of time with us to see where we show up. Are we an Extrovert or Introvert, or do we sit somewhere in the middle, and do we all have a little bit or a lot of one or the other. We broke that down further and she provided context of an Ambivert- someone who would give all energy at work all day long and needs to refuel in the evening for example. Michelle was relatable, and really got us thinking about how we show up.

Jasmine Bret Stringer

By: Lauren Hanson

Plenary Speaker Jasmine Bret Stringer is an award-winning author, and even gave out a couple free copies of her book to brave participants in the audience. She is also founder of #Sharethemicmn whose mission is to amplify the work, lives and stories of dynamic Brown/Black women residing in Minnesota by expanding the reach of their voices. Jasmine really caused us to think about Seizing each day. How we can accomplish that through 4 steps of; See it (what is your secret dream), Believe it (what is your mindset), Work it (refresh and breakdown barriers) and Living it (reaching that dream by being prepared for it). She gave us different things to take that step back and really look at ourselves. Some of them are so great, that I want to share.

“Tooting your own horn is so important, if you don’t, you mess up the melody for everyone”. We should be celebrating ourselves and others within this organization. And another one is “Dream like you are going to live forever, and Live like today may be your last” Carpe Diem which translates to Seize the day! Her book “Seize your Life: How to Carpe Diem Every Day” can be purchased where books are sold in store or online.



2023 MACM Conference

Shifting the Narrative: Homelessness in Minnesota

Presenter: Jay Wagner – United Way

By: Sue Portugue

Homelessness in Minnesota is real. According to the Wilder Foundation, over 19,000 experienced homelessness on a given night in Minnesota in 2018. 21,000 people statewide are on a waiting list for housing, which takes about a year to get the needed housing. To help understand this issue, Jay Wagner, Housing Program Manager from United Way Twin Cities presented break-out sessions on Wednesday afternoon at the 2023 MACM Conference. The sessions provided an overview of homelessness and housing instability in Minnesota, while focusing on practical tools and strategies you could use in your professional and community lives to have impact and create change.

Jay Wagner began the presentation by sharing that he has experienced homelessness between the ages of 16- 20 years. He understands what it feels like to get through it and successfully get housing again. He explained that homelessness is a trauma. Youth homelessness is 40% LGBTQ. The population in Minnesota is 83 % White and 17% BIPOC (Black, Indigenous, and people of color), but homelessness is 34 % White and 66% BIPOC. Northwestern MN, Duluth and the Twin Cities are areas of Minnesota where the majority of the homelessness exists. 30% of homeless people are employed. Those that become homeless will stay in the community where they became homeless.

Mr. Wagner shared some causes of homelessness such as: Income loss, bills higher than earnings, eviction by family, domestic violence, incarceration, chronic illness, change in family status and drug/alcohol abuse. With these causes, the impacts of homelessness discussed were the following: disconnection, stigma, shame, health, violence, criminalization and life expectancy dropping by 20 years.

To assist and create change in our communities some tools and strategies are being used. To begin with, free resources are available. Some of these are a toll-free 24/7 call to 211 network that can assist in food, shelter, housing and etc and a toll-free 24/7 call to 988 Suicide and Crisis Lifeline for mental health issues. These calls are answered in less than one minute. Additionally, over 300 Volunteers assist one night each year in January to count how many people are homeless that night. The Wilder Foundation does another count, which the count is higher since they do a face-to-face study that is not in January. This data is used to decide funding and resources for homelessness in Minnesota. Finally, legislation can assist in changes such as giving more time to the tenant to find housing if being evicted or provide funding for homeless shelters and permanent housing.

In closing, homelessness is real in Minnesota. Mr. Wagner presented a very informative narrative regarding homelessness. He describes 75% of people that are not homeless observe homelessness and form what they know about homelessness by watching local news and other various media. Mr. Wagner hopes this presentation gave more insight into this issue and how it is being addressed in Minnesota.

2023 MACM CONFERENCE

What is A.I. and How did we get here?

By: Andrew Pederson

Brad Coomes (ITD Supervisor, SCAO) and Shaheem Motlekar (Chief Information Officer, MJB) provided an insightful presentation on “What is AI and How did we get here?” Artificial intelligence (AI) has become a hot topic due to recent advancements and popular applications such as ChatGPT. However, AI is not exactly new. AI’s real launch point was in 1949, when the very first stored computer program was created. From the development of autonomous cars in 1986, to IBM’s Deep Blue defeating chess legend Gary Kasparov, AI’s capabilities have continued to shock the world. Different branches have become established (Machine Learning and Robotics, for example), as AI has been shown to provide solutions to different problems.

The presentation outlined the challenges and opportunities that AI brings to the Minnesota Judicial Branch. AI applications can provide efficiencies for Branch employees, from automation of mundane tasks, to reducing potential bias in the application screening process. However, AI also poses significant risks that we must be ready for. For example, bad actors could use these tools to manipulate victims with phishing attacks. They can also create deepfake accounts that imitate judges, staff, or justice partners. Taking these and various other high-risk factors into account, the MJB has revised HR Policy 317, to provide guidance on Large Language Model Artificial Intelligence (e.g. ChatGPT). Judges, employees, volunteers and independent contractors with a business reason for use of these tools must submit an IT service request for approval by the Cyber Security Unit.

Reducing Implicit Bias: An exercise in inclusion by Amanda Prohaska (Human Resources Specialist) and Kyle Irving(Project Management office supervisor)

By: Katie Bloch

This breakout gave its attendees insight on the Judicial Branch hiring process and how it is nearly the same no matter what position you are hiring for anywhere within the branch. Session attendees learned that during the last year no matter what position was open the average amount of applications received for the job was 14.

Attendees were then given an in-depth education on the differences between implicit and explicit bias. Following the education on the two different types of bias, attendees were given knowledge and tools to help reduce their implicit biases when moving through the hiring process beginning with the viewing of applications and on through the interview phase. To wrap up the breakout session attendees were given the opportunity to practice their skills on test cases in small groups to gain the perspective of their colleagues on biases. For those who attended this breakout, the presenters are scheduling follow up sessions in the spring to do deeper dives into implicit bias to help hiring managers do the best they can to remove it from their hiring processes.

2023 MACM CONFERENCE

Comings & Goings: Footsteps of Abuse. An Exercise about Choices. Judge Kellie Charles – Second Judicial District, Ramsey County

By: Aimee Primus

This presentation was facilitated by 2nd District Judge Kellie Charles. Judge Charles is a member of the state-wide Domestic and Sexual Violence Judicial Leadership Team and presents this topic to newly appointed judges at the bi-annual New Judge Orientation programs.

Many domestic abuse situations go unreported each year in Minnesota and all over the country. This presentation addressed part of the why. It was a dynamic, thought-provoking, interactive group exercise and presentation to give participants an opportunity to experience the challenging decisions that survivors of domestic violence often must make to survive. The presentation focused on barriers to safety for victims and enhanced understanding of the considerations that victims make to stay in abusive relationships. Some of the decisions that we, as participants, had to make were graphic and difficult; however, it really opened my eyes to why people stay in those types of situations. The different choices that I found difficult in the exercise were related to having a pet, children, finances, homelessness, the different types, and severity of abuse, whether you had support from friends or family and court involvement. The exercise ended in debriefing the choices that the group had made individually and thinking differently about them. If you have a chance to attend this exercise given by Judge Charles or one similar, I highly recommend it.



Judge Kellie Charles

Suspense Records Prevention and Resolution

By: Jamie Majerus

Wendy Gray - BCA Biometrics and Criminology History Business Analyst
Shannon Meyer – Court Administration – Le Sueur County

The presenters covered what a suspense record is, what creates a suspense record and how to prevent and resolve a suspense record. In a nutshell, a suspense record is a file at the BCA that cannot be matched to court record.

Why do we care?

- Serious offences will not appear on the criminal history record.
- Dismissed or acquitted cases will appear active.

2023 MACM CONFERENCE

Suspense Records Prevention and Resolution continued.

- Complete criminal history records are vital for background checks on employment, housing, firearm eligibility, and probation violations.
- To ensure a complete criminal history to law enforcement on traffic stops so they know who they are dealing with.

With over 800 offices, (examples; courts, law offices, probation, county attorney, DPS, BCA, attorney general, victim advocacy, judges, public defender, city attorneys, etc.) it is important to work together to ensure we all take the necessary steps to ensure case data is stored and communicate timely and accurately.

Some errors that cause a suspense record include mismatched linking identifiers such as name, DOB, controlling agency and control number and/or fingerprints are not taken. There are many reasons why fingerprints are not obtained; maybe the person was never booked for an offense (warrant issued), we do not know where they are or they go to the hospital instead of jail, or there is a technology failure.

We must work together to prevent and resolve suspense records. Law Enforcement reviews suspense records daily for any possible matches in system. They check for identifiers on the court records and review arrests. They also make and request corrections and obtain fingerprints. Reporting is available to see if your county is meeting the percentage goal of suspense files. Contact the BCA office for reporting and to assist with monitoring suspense records.

Treatment Courts in Minnesota Judicial Branch

By: Vanessa Jeske

Treatment courts serve individuals whose criminal behavior is related to substance misuse. This may or may not include drug and alcohol offenses. Treatment Courts are designed for High Risk/High Need Participants, not your first-time users.

In Minnesota we have the following:

21 Adult Drug Courts

15 DWI Courts

18 Hybrid Courts:

16 Drug/DWI

1 Drug/DWI/FDTC

1 Drug/FDTC

8 Veterans Treatment Courts

4 Mental Health Court

3 Family Dependency Treatment Courts

1 Juvenile Drug Court

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Serving Sovereign Citizens and Other Challenging Customers continued

The presenters covered how we balance the two competing interests. You can apply some of the same techniques with this type of customer to other challenging customers. Treat them without bias as they may feel the outcome was fair and well-served. Self-Represented Litigants (SRL) – attempt to strip away the muddled mess they provide in emails and questions they ask. There is usually a real question in there about a case, their case or a case type. You may be able to point them to the website or a court form.

The presenters went over the customer types (sovereign or not) and techniques to address them.

- acknowledge needs: “I understand your goal is to.....” your goal is to help them and serve them
- do not give assurance of success, the outcome they are seeking may not be possible
- explain the reasoning behind rule or process and keep it short, be careful not to argue or be defensive, make your point and move on to their other needs
- provide choices: you can do nothing (choice) or something
- refocus/reframe: carefully acknowledge the need and then refocus to the goal or choices,
- set limits: I can do this, I cannot do that
- level up: bring in leadership depending on the interaction when needed,

Using Microsoft TEAMS

By: Lisa Braaten

Microsoft TEAMS is a communication hub. IT Supervisor, John Wood presented helpful information during his breakout sessions.

Communicating in Chat vs. a Channel

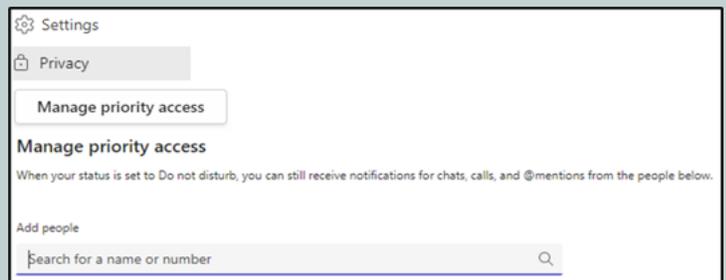
The chat feature follows retention rules and deletes messages after a designated period of time. There are no retention limits in channels. Discussing information that you need to refer to is better held through a channel. Chat should be used for quick messages and conversations.

Channel Life Span

A channel will be automatically deleted after one year of inactivity within that channel. The owner of the team/channel will be notified when this is happening with countdown notifications.

Priority Contacts Can Break Through DND Setting

You can set up priority contacts whose messages will pop-up onscreen, despite being in Do Not Disturb status. Go to Settings > Privacy > Manage Priority Access to set designations.

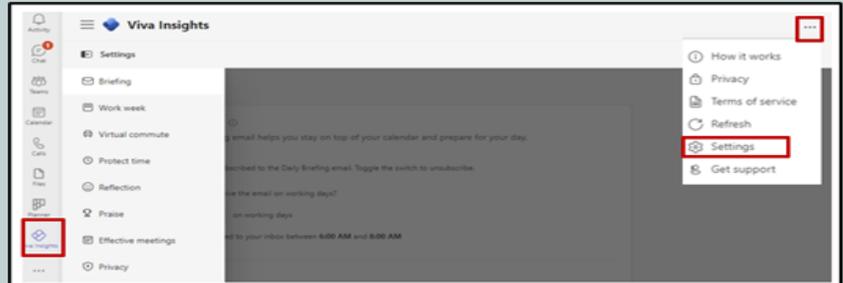


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Using Microsoft Teams continued.

Viva Insights

Open the Viva Insights icon in the left menu and select the three-dot ellipses in the upper right corner to brief you on upcoming tasks, set work-week hours, protect time you set aside to work with minimal interruption, remind yourself to take a few minutes for some stress relieving activities and much, much more.



TEAMS Help Center

Access the Help icon in the lower left of the screen to review documentation and videos on a variety of topics and trainings. This is helpful, low-level information; but some of it may not apply based on what features the Branch has turned on or off.

- Team Owners can be changed when someone leaves employment. Ideally, a team should have two owners; however, IT can change owners if not changed before the previous owner leaves.
- Use the [Microsoft 365 eGuides](#) in OneCourtMN University for more information and to determine what should be in TEAMS and what should stay in SharePoint.

Understanding Ourselves Breakout Session by Michelle Primus

By: Sarah Spencer

During our MACM conference we had the opportunity to have Michelle Primus as one of our guest plenary speakers. It was a lovely day that we were experiencing so instead of dreaming about sunshine, Michelle took our adventure outside so that we could feel warmth of probably what was expected to be the last warm of day we would experience. During our sessions there was a formal activity that we were to conduct as a group, an, us vs them type of situation... Interestingly enough we all seemed to welcome the challenge.

The activity was to demonstrate how well we listen individually to all the instructions to complete the simple task of creating a perfect shaped square from single strand of connected string. We needed to be able to come up with a set plan for all of us to work with each other within our group to come with a solution that will not only create the desired shape but the complexity of the task... Seems simple... Oh wait the minute you touch the string the game begins and now everyone on your team will have to close their eyes.... Wait what... I guess that means you better have a plan. We all put our thinking hats on to come up with the best laid plan in the shortest amount of time.

After completing the exercise (my team won) the explanation to our tasks was not so much about how well work together as a group, it left me feeling a little disappointed in myself... I am an extrovert to my core; I like to think that I am take charge kind of person when given a directive or task to complete, either on my own or within a group setting... Maybe I was confused, Maybe I was a little sensitive, but leaving the session gave me negative reaction to what we probably should have received in the final discussions. We are not Myer-Briggs vs. DiSC, we are not extrovert's vs introverts. We all have strengths and weaknesses, and we need to be able to work within those to come up with a solution that will work for all of us. Michelle seemed like a great organizational speaker and guide, I was hoping for more original content or guides for how we can work better together.

Thank you Gold Vendors

A special thank you to our Gold Vendors who participated and supported MACM this year during our 2023 Conference Vendor Show on Wednesday, September 20th, 2023.

