



*Minnesota Association for  
Court Management  
2008 Annual Business Meeting*

**LEADERSHIP**  
**WHEN IT COUNTS.**

May 19th - 20, 2008  
Hilton Minneapolis/Bloomington  
3900 American Boulevard West  
Bloomington, MN 55437  
Phone: (952) 893-9500

**MISSION:**

MACM is an organization committed to the enrichment of its members through professional growth and development, opportunities, promoting advancements and innovations in court administration, and partnering with other professionals working to improve the justice system in Minnesota.

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# \$CHEDULE

**MONDAY, MAY 19, 2008**

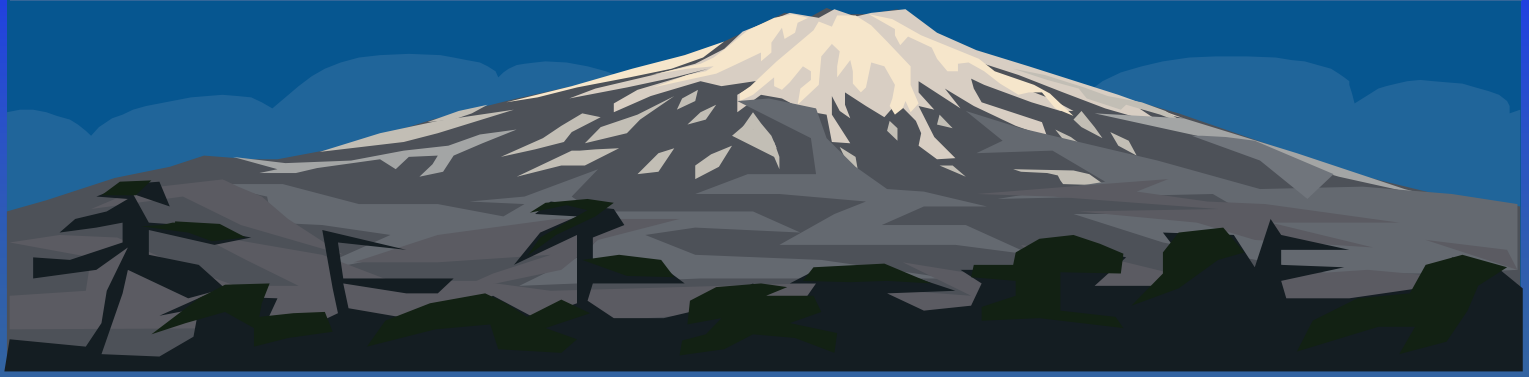
- 10:00 a.m.**      *MACM Executive Board Meeting*  
Room to be determined
- 11:30 a.m.**      *Registration - Light Luncheon Provided*  
American Salon A
- 12:15 p.m.**      *Opening Remarks*  
Chris Volkers, President  
Susan Love, MACM 2nd Vice President, Education Chair  
American Salon A
- 12:30 p.m.**      *State of Court Administration Address*  
Judy Besemer, Blue Earth County Court Administrator
- 12:45 p.m.**      *Leadership Considerations During Budget Cuts*  
Stephen Birkland, Health Risk Manager, EAP  
Karen Hanauer, Sr. EAP Consultant
- 2:00 p.m.**      *Break Refreshments*  
American Salon A - Foyer
- 2:30 p.m.**      *Resume - Leadership Considerations During Budget Cuts*  
Stephen Birkland, Health Risk Manager  
Karen Hanauer, Sr. EAP Consultant
- 4:30 p.m.**      *End*
- 4:30 p.m.**      *Vendor Show*  
Complimentary Beverages and Hors d'oeuvres  
American Salon BC



# \$CHEDULE

**TUESDAY, MAY 20, 2008**

- 7:00 a.m.**      *Continental Breakfast*  
**American Salon A - Foyer**
- 8:00 a.m.**      *Legislative Report*  
Janet Marshall, Internal Government Relations Liaison  
**American Salon A**
- 8:30 a.m.**      *MACM Legislative committee Report*  
Carol Renn, MACM Vice President, Legislative Chair
- 8:45 a.m.**      *Ride-Along Awards*  
Presenters: Carol Renn and Janet Marshall  
**American Salon A**
- 9:00 a.m.**      *Weighted Caseload Study*  
Chris Volkens, Katie Schurrer, and Sarah Welter  
**American Salon A**
- 9:30 a.m.**      *Break Refreshments*  
**American Salon A - Foyer**
- 10:00 a.m.**      *MACM Business Meeting and Bylaws*  
MACM Executive Board Report: Chris Volkens  
MACM Treasurer's Report: Joanne Kopet  
MACM Education Committee Report: Susan Love  
MACM Membership Services Committee Report and  
Awards Presentation: Jennifer Schlieper  
MACM Bylaws Committee Report: Brian Jones  
**American Salon A**
- 11:30 a.m.**      *MACM Officer Elections*  
Mike Moriarty, Past President  
**American Salon A**
- 12:00 p.m.**      *End - Lunch on your own*



# *SPEAKER* *INFORMATION*



## ***Leadership Considerations During Budget Cuts***

**Stephen Birkland, Health Risk Manager**

**Karen Hanauer, Sr. EAP Consultant**

### **Speaker Information:**

**Stephen Birkland** is Manager of the State of Minnesota Health Risk Management unit. He also manages the Employee Assistance Program, is a licensed Independent Clinical Social Worker and a Certified Employee Assistance Professional. In addition, he teaches Organizational Behavior and Organization Development at Metropolitan State University / College of Management in Minneapolis.

**Karen Hanauer** is a Senior Consultant for the State Employee Assistance Program and holds a Master of Science Degree in Psychology. She has over 20 years of experience consulting to employees and managers regarding health, productivity and behavior in the workplace. Prior to her work with the state, Karen provided organizational and psychological services to Cargill Inc for 13 years in their EAP/HR Department.

### **Course Description:**

For court administrators, managers, and supervisors there are always multiple agendas that must be addressed. During times of high stress, such as the current budget shortfall, it is extremely helpful to be aware of these agendas and their role in the organization so they can be more effective when providing leadership to their employees. This workshop will explore the following:

- 1) Understanding employee reactions to highly stressful work environments;
- 2) Communication considerations;
- 3) Managing one's own reactions as a leader;

In spite of a proliferation of writing about workplace changes and transition, few organizations have mastered the process of successfully managing stressful workplace change. The transitions of the last six months in state government have forced all levels of leadership to draw on all of their skills and it is clear that the leadership learning curve continues.

Stephen Birkland and Karen Hanauer from the State of Minnesota Employee Assistance Program will provide court leaders with the insight and tools to hone their management skills in order to successfully navigate the difficult workplace challenges ahead and communicate effectively with the employees they lead.



## *Judicial Weighted Caseload Survey*

### **Speaker Information:**

**Christina M. Volkert** was appointed Court Administrator for Minnesota's Tenth Judicial District Court in Washington County in the year 2000. Shortly after graduating from the College of Saint Thomas with a Bachelor's degree in business administration, with a concentration in financial management, Chris embarked on her [to-date] nineteen year career with the Minnesota court system. The arc of that career has seen her in the counties of Ramsey, Hennepin, and now Washington in various administrative roles. She has since 1993 been a member of the Minnesota Association for Court Management (MACM) and is currently serving as the elected volunteer President of that organization. Chris has continued her education by completing her Fellowship with the Court Executive Development Program sponsored by the National Center for State Courts' Institute for Court Management – she is a 1999 Fellow. Chris also graduated in June, 2007 from LINC (Leaders Impacting the Nonprofit Community), sponsored by the Hennepin County Bar Association. Chris is a long-time member of the National Association for Court Administration (NACM) and serves on the State Association Committee and Planning Committee. She was appointed to the Criminal & Juvenile Information Task Force ("CrimNet") where she served for five years as the elected Chair of that body, and still serves as an active member today. Chris has significant court administration experience with special expertise in collections, budgets, financial management, court administration technology, courthouse design and construction, court manager/judge relationships, workflow/process management, governing boards, self service centers, law library's, legislative initiatives, human resource management/union issues, court professional associations, and court administration management structure.

**Katie Schurrer** has been employed as a Research Analyst with the State Court Administrator's Office since 2006. Her responsibilities include measuring court performance as specified by Judicial Council policy, assessing resource needs for judges and staff, consulting for and conducting surveys, and evaluating drug courts. Katie has a Bachelor's Degree in Sociology with a concentration on Crime and Community from Augsburg College. Katie also has worked in market research as a vendor and client, and formerly in Washington County Court Administration.

**Sarah G. Welter** has been employed as a Research Analyst with the State Court Administrator's Office since 2002. Her responsibilities include assessing resource needs for judges and staff, evaluating drug courts and analyzing racial disparities. Sarah has over 15 years of experience in court-related research and evaluation. Sarah has a Master's Degree in Sociology with a focus on policy research and evaluation from the University of Minnesota. Her undergraduate degree in Sociology is from the University of Wisconsin - Madison.

### **Course Description:**

The Judicial Weighted Caseload Workgroup will be sending a survey to Court Administrators to help assess the frequency and nature of complex cases in the courts. This is a very important survey as the Judicial Weighted Caseload Workgroup is considering methods to account for these complex cases separately from the Weighted Caseload for both judges and staff. The survey will be sent out prior to this event and this session will provide an opportunity to clarify how to complete the survey, provide examples, and answer questions.