

2013 Idaho Institute for Court Management

The Riverside Hotel ~ Boise, Idaho

Tentative Agenda

MONDAY, OCTOBER 28TH PRE-INSTITUTE WORKSHOPS

8:00 am
LOBBY

REGISTRATION IN CONVENTION CENTER LOBBY BREAKFAST IN THE JUNIPER

Breakfast Buffet: Scrambled eggs with diced ham and cheddar cheese, breakfast potatoes, fruit salad, chilled orange juice and hot beverage selection

9:00 – 4:00

SUPERVISOR/MANAGER WORKSHOP

The BSU Applied Leadership program includes modules that compliment and build on each other to provide comprehensive training in the essential skills for managers. It consists of three parts and provides managers with practical tools to improve the performance of their employees and to build a great work place. Participants will complete modules one through three of Part I: Leading People. The modules include The Role of the Leader, Leading Across Generations, and Personality Preferences and their Impacts.

9:00 – 4:00

JURY COMMISSIONER WORKSHOP

The Court recently appointed a Jury Committee to make recommendations to improve jury operations in the state of Idaho. During roundtable discussions, jury commissioners will provide input on improvements that should be considered. Participants will receive an update on technology efforts that will impact jury operations. Finally, participants will build skills in communicating with customers, including diffusing difficult customer interactions by applying the six A's of communication (Acknowledge, Active Listening, Admit Mistakes, Allow Venting, Apologize and Appropriate Non-verbals).

9:00 – 4:00

COURT ASSISTANCE OFFICER WORKSHOP

In this training, Court Assistance Officers will review CAO guidelines for full service and limited service CAO offices, identify available referral sources, learn of changes to the new CAO intake form, receive an update on providing alternate tracking options for limited services offices, and troubleshoot common issues. CAOs will also learn about Child Support Moonlighting Software, guardianship and conservatorship cases, basic probation information and best practices for managing phone calls, responding to FAQs, and other common issues.

12:00 noon

LUNCH IN IN THE JUNIPER BALLROOM

Lunch Buffet: Home-Style soup of the day, mixed greens with assorted dressings, Italian pasta salad, fruit salad, selection of palm sandwiches, fruit cobbler, iced tea and coffee

**IDAHO INSTITUTE FOR COURT MANAGEMENT
TUESDAY, OCTOBER 29TH**

7:30 am
PONDEROSA/
TAMARACK

**REGISTRATION IN CONVENTION CENTER LOBBY
BREAKFAST IN THE PONDEROSA/TAMARACK**

Breakfast Buffet: Scrambled eggs with diced ham and cheddar cheese, breakfast potatoes, fruit salad, chilled orange juice and hot beverage selection

8:30 – 8:45
JUNIPER / LAUREL

WELCOME AND INTRODUCTIONS

Patti Tobias, Administrative Director of the Courts, Idaho Supreme Court

8:45 – 10:15
JUNIPER / LAUREL

KEYNOTE ADDRESS: THE CHANGING ROLE OF THE CLERK

Linda Doggett, Clerk of the Circuit Court, Lee County, Florida

Over the next 3 years, Idaho will transition to a new case management solution transforming our courts to the digital age. Lee County, Florida, leads the nation in this transition to an electronic court. Ms. Doggett will share her experiences from Lee County and how the role of the court clerk has changed to provide enhanced services to the judiciary and its constituents.

10:15 – 10:30

BREAK

Enjoy the break and take a moment to visit with clerks from other counties.

10:30 – 12:00
JUNIPER / LAUREL

**PLENARY SESSION ~ TECHNOLOGY UPDATE AND DEMONSTRATION
OF THE NEW CASE MANAGEMENT SOLUTION**

The Idaho Judiciary has launched an initiative to transition to a new court case management solution including a state-of-the-art case management system, electronic court documents, electronic filing, judicial workbench tools for judges and clerks, jury management, appellate and more. This session will introduce the Idaho Judiciary's new strategic technology partner, provide an overview of the project and timelines, and present an overview demonstration of the new solutions coming to Idaho's courts over the next 3 years.

12:00 – 1:00
PONDEROSA/
TAMARACK

LUNCHEON

Lunch Buffet: Taco Bar, fruit salad, Spanish rice, apple crisp, iced tea and coffee

1:00 – 2:30

TUESDAY BREAKOUT SESSIONS #1

ROOM TBD

Technology Demonstration – Criminal Case Processing in the New Case Management System

An in-depth demonstration of criminal case processing within Idaho's new case management system will show how to process criminal cases from new case initiation through final disposition. This session will demonstrate how clerks will use the new features of the case management solution to manage the criminal caseload within our courts.

ROOM TBD

Access to Court Records

Although most of the courts records are open to the public, some are not. The question of who may have access to court records and under what circumstances is generally governed by Idaho Court Administrative Rules (ICAR) Rule 32. Presenters will discuss the provisions of ICAR Rule 32 and how requests for access to records should be handled. Participants will also learn about what information is available in the data repository.

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ROOM TBD

Civil Protection Orders and Domestic Violence

Hon. Michael Dennard, Senior Judge, Idaho Supreme Court and **Amber Moe**, Domestic Violence Court Coordinator, Idaho Supreme Court

Victims and offenders of domestic violence access our courts every day. Domestic violence cases can be complex and emotional. In this session, presenters will review current court approved forms for civil protection orders, provide civil protection order case processing information for clerks, and help participants understand the dynamics of domestic violence.

ROOM TBD

Outlook Training

Professor Kirsten Mast, College of Idaho

Join Professor Kirsten Mast for a training on Outlook. Tips and tricks for meeting scheduling and maintenance, folder creation and maintenance, managing contact lists and other features of Outlook that will make your job easier.

2:30

BREAK

Enjoy the break and take a moment to visit with clerks from other counties.

2:45 – 4:15

TUESDAY BREAKOUT SESSIONS #2

ROOM TBD

Technology Demonstration – The Electronic Court Record: E-Filing, Electronic Documents and the Judges' Workbench

It's true! Our courts will be moving away from a paper court case file to an electronic court record. This session will demonstrate the lifecycle of how an electronic court record is initiated from the filer, managed through the clerk's office, used by judges on the bench and in chambers.

ROOM TBD

Child Protection – Case Processing and Repository Requirements

Hon. Bryan Murray, Magistrate Judge, Bannock County, 6th District
June Foster, Deputy Clerk, Bannock County, 6th District

1)Presenters will provide instruction regarding Child Protection Act case processing. 2) Clerks will review and understand the data entry requirements for CPS reports. 3) Specifically, attendees will be introduced to the four new permanency reports for child protection: what they measure, why they are important and how they will inform and support improved outcomes for children and families involved in Idaho's child protection system.

ROOM TBD

Guardianship/Conservatorship: Case Processing and Monitoring

Participants will learn about the requirements of guardianship and conservatorship cases including (1) reporting requirements for each type; (2) the differences in each type of guardianship and conservatorship including probate, minor and DD; and (3) responsibilities of the court with regard to each type. Participants will learn best practices for opening and closing guardianship and conservatorship cases and have the opportunity to ask questions about the firearm restrictions project. Participants will learn about new and emerging requirements in these cases including background checks, complaint process, reporting forms, and future guardianship monitoring projects.

ROOM TBD

Specific Criminal Procedures: Expungements, Amended Charges and Withheld Judgments

Idaho law does not authorize expungement of a criminal record, other than the Juvenile Corrections Act and sex offender registration requirements. Participants will learn about expungements and how to process these types of cases. Presenters will discuss the legal aspects of amending charges and granting withheld judgments, and demonstrate how to process these cases in ISTARs.

EVALUATIONS

4:15

ADJOURN FOR THE DAY

4:30

6:00 pm

Judicial Performance Evaluation Focus Group and Idaho Judicial Council (Dinner Provided)

The Idaho Judicial Council received a grant to review and improve the judicial performance evaluation program. A small focus group of clerks will be invited to participate in this dinner session with members of the Judicial Council and National Center for State Courts consultants.

WEDNESDAY, OCTOBER 30TH

7:30
PONDEROSA

**REGISTRATION IN LOBBY
BREAKFAST IN THE PONDEROSA/TAMARACK**

Breakfast Buffet: Assorted Quiche, breakfast potatoes, fruit salad , chilled orange juice and hot beverage selection

8:15

WELCOME

8:30 – 10:00
JUNIPER / LAUREL

PLENARY SESSION ~ TBD

10:00 – 10:15

BREAK

Enjoy the break and take a moment to visit with clerks from other counties.

10:15 – 11:45
JUNIPER / LAUREL

PLENARY SESSION ~ TBD (CONTINUED)

11:45 – 12:45
PONDEROSA

LUNCHEON

Lunch Buffet: Oriental Buffet, fruit salad, egg roll, teriyaki chicken stir fry, broccoli and beef, fried rice, fortune cookie, iced tea and coffee

1:00 – 2:30

WEDNESDAY BREAKOUT SESSIONS - #1

ROOM TBD

Technology Demonstration – The Electronic Court Record: E-Filing, Electronic Documents and the Judges’ Workbench (Repeat Session)

It’s true! Our courts will be moving away from a paper court case file to an electronic court record. This session will demonstrate the lifecycle of how an electronic court record is initiated from the filer, managed through the clerks’ office, used by judges on the bench and in chambers.

ROOM TBD

Appeals to the Idaho Supreme Court: A to Z

*Stephen Kenyon, Clerk of the Court, Idaho Supreme Court & Court of Appeals
Karel Lehrman, Chief Deputy Clerk of the Court, Idaho Supreme Court & Court of Appeals*

In this session, presenters will walk participants through the entire appellate process and the clerk’s responsibility in preparing the appellate record. Topics include ISTARs ROA entries, fees, preparing the clerk’s certificate, transcripts, forms, motions for extensions of time, service to counsel, settlement time, filing of the record and objections to the record. Participants will also learn about the electronic appellate records project.

ROOM TBD

Criminal Case Processing in the District Court

Participants will learn the various steps in the criminal caseflow process in the district court. Presenters will describe the legal aspects of the process and the associated clerical duties. Some ISTARs procedures will be demonstrated.

ROOM TBD

Firearm Restriction Relief

Leila McNeill, BCI Operations Officer, ISP

The presenter will provide an overview of the federal firearms prohibitors outlined in the Brady Handgun Violence Prevention Act. Participants will learn about court impact on completeness of criminal history records; officer and public safety and mental health records and warrants.

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2:30 **Break**

2:45 – 4:15 **WEDNESDAY BREAKOUT SESSIONS - #1**

ROOM TBD **Technology Demonstration - Civil Case Processing in the New Case Management System**

An in-depth demonstration of civil case processing within Idaho's new case management system will show how to process civil cases from new case initiation through final disposition. This session will demonstrate how clerks will use the new features of the case management solution to manage the civil caseload within our courts.

ROOM TBD **Communicating Effectively**
Jerri Mizrahi, Boise State University Center for Professional Development

When, how, and where you communicate is crucial to your success. Apply proven tools and techniques to initiate and respond to communications more clearly.

ROOM TBD **Court Records Management**

Participants will learn about the overall responsibility of managing court records, including the physical management of files and the retention, destruction, and preservation of records as prescribed by ICAR 37 and 38. Presenters will provide guidance on standards for existing scanning programs, as well as provide an update regarding the transition to the electronic record.

ROOM TBD **Idaho Transportation Department**
Amy Kearns, Idaho Department of Transportation

Keeping drivers and our roads safe requires that information be properly posted to a driver's record. This session will review how information gets reported and posted to a driver's record and will discuss issues that arise between the Courts and ITD during these processes

4:15 Evaluations

4:30 Adjourn for the Day

THURSDAY, OCTOBER 31ST

7:30 **REGISTRATION IN LOBBY**
PONDEROSA **BREAKFAST IN THE PONDEROSA/TAMARACK**

Breakfast Buffet: Assorted Fritattas, breakfast potatoes, fruit salad, chilled orange juice and hot beverage selection

8:30 – 9:30 **PLENARY SESSION ~ Customer Service in the Courts**
JUNIPER / LAUREL Jerri Mizrahi, Boise State University, Center for Professional Development

By using 5 simple steps, you can improve the service and satisfaction of your internal and external customers and deliver services in a consistent and professional manner.

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9:30 – 10:30

JUNIPER / LAUREL

PLENARY SESSION ~ Advancing Justice

Hon. Barry Wood, Senior Judge, Idaho Supreme Court

Senior Judge Barry Wood will provide a brief update on the efforts of the Advancing Justice Committee over the past year, as well as a report on the committee's future goals and objectives. Participants will learn about the draft statewide caseflow management plan and development, as well as plans to develop caseflow management plans in each judicial district.

10:30

Break

10:45 – 12:15

THURSDAY BREAKOUT SESSIONS

ROOM TBD

Court Records Management (Repeat Session)

Participants will learn about the overall responsibility of managing court records, including the physical management of files and the retention, destruction, and preservation of records as prescribed by ICAR 37 and 38. Presenters will provide guidance on standards for existing scanning programs, as well as provide an update regarding the transition to the electronic record.

ROOM TBD

Criminal Case Processing in the District Court (Repeat Session)

Participants will learn the various steps in the criminal caseflow process in the district court. Presenters will describe the legal aspects of the process and the associated clerical duties. Some ISTARs procedures will be demonstrated

ROOM TBD

Problem-Solving Court Cases: ISTARs Data Entry Requirements

In this session, participants will learn about the life of a problem-solving court case and how data must be entered in ISTARs for these cases to ensure effective case management and accurate reporting.

ROOM TBD

Understanding Behavior Styles and Their Impact

Paul Bentley, Boise State University Center for Professional Development

Discover how you relate to others at work and how others relate to you. We'll begin with a quick assessment to identify your relational style and then learn ways to adapt your style to strengthen your relationship with coworkers.

12:15

Evaluations

12:30

CONFERENCE ADJOURNS