

Draft

2015 Idaho Institute for Court Management
The Riverside Hotel – Boise Idaho
October 26-29, 2015

Monday, October 26, 2015 Pre-Institute Workshops	
8:00 – 9:00 Convention Center Lobby	Registration
8:00 – 9:00 Juniper	Buffet Breakfast
9:00 – 4:00 Pre-Institute Workshop Northstar	Supervisor and Managers Workshop: <i>Faculty: Susan Love, Judicial Education Program Manager, Minnesota Administrative Office of the Courts Lynn Wagner, Labor & Employee Relations Manager, Minnesota Administrative Office of the Courts</i> Session Description: Leaders who make building trust in the workplace an explicit goal of their jobs elevate trust to a strategic advantage—but how do you do this when your court is in the middle of a large scale change initiative? In this session court leaders will examine how to lead and manage large scale change initiatives just in time for the implementation of Odyssey. You will discuss how to manage employee productivity, performance, motivation, and wellness while keeping the project on time and court running proficiently.
9:00 – 4:00 Pre-Institute Workshop Cinnabar	Court Assistance Workshop <i>Faculty: Imelda Ramirez, Court Assistance Manager, Idaho Supreme Court</i> Session Description: This year’s Court Assistance workshop will return to a training format for IICM with a guest faculty on family law issues. We will provide an extensive update on changes we have seen throughout the year and collect feedback from CAOs on FAQs and discuss feedback from users of our website. In the afternoon we will talk about what’s new on the horizon for the Court Assistance Office with specific time at the end of the day for an open Q&A session.

<p>9:00 – 4:00</p> <p>Pre-Institute Workshop</p> <p>Liberty</p>	<p>Jury Commissioners Workshop <i>Note: This session continues Tuesday morning</i></p> <p>Faculty: <i>Judge Gregory Moeller, District Judge, 7th District; Ranae Johnson, Bonneville County; Marji Shepherd, Ada County; Chris Quayle, Bonner County; Jerry Wooley, Twin Falls County; Tyler Tindall, Elmore County</i></p> <p>Session Description: This year’s Jury Commissioners session will cover a variety of topics Commissioners have requested. Judge Moeller will lead a presentation and discussion of different challenges Commissioners face with individualized procedures for conducting jury selection both locally and with a statewide perspective. Participants will discuss codes, procedures, court rules, administration management and the development of policy recommendations. Additionally, this year only we will have an additional half day session with time for a brief update on the Odyssey case management system and time to discuss the development of a statewide jury manual / rule book for Jury Commissioners.</p>
<p>12:00 Noon</p> <p>Juniper</p>	<p>Buffet Lunch</p>
<p>4:00 pm</p>	<p>Adjourn for the day</p>

<p>Tuesday, October 27, 2015 Idaho Institute for Court Management</p>	
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<p>7:30 – 8:30</p> <p>Convention Center Lobby</p>	<p>Registration</p>
<p>7:30 – 8:30</p> <p>Ponderosa/ Tamarack</p>	<p>Buffet Breakfast</p>
<p>8:30 – 8:45</p> <p>Juniper/ Laurel</p>	<p>Welcome, Opening Remarks <i>Linda Cople-Trout -Interim Administrative Director Idaho Supreme Court</i> <i>Janica Bisharat, Court Management Director, Idaho Supreme Court</i></p>
<p>8:45 – Noon</p> <p>Liberty</p>	<p>Jury Commissioners Workshop Continued <i>Note: This session is continued from Monday</i></p> <p>Faculty: <i>Judge Gregory Moeller, District Judge, 7th District; Ranae Johnson, Bonneville County; Marji Shepherd, Ada County; Chris Quayle, Bonner County; Jerry Wooley, Twin Falls County; Tyler Tindall, Elmore County</i></p> <p>Session Description: During the second day of this session Jury Commissioner’s will discuss judgement, tact and courtesy in light of their court responsibilities. Commissioner Tyler Tindall will lead a demonstration of how text messaging technology can improve jury responses in a tangible way delivering measurable results.</p>

<p>8:45 -10:15</p> <p>Juniper/Laurel</p>	<p>Customer Service: It is What YOU Make It!</p> <p><i>Faculty: LaTrisha Kinlow, Court Administrator, Tukwila Municipal Court, State of Washington</i></p> <p>Session Description: During this interactive session participants will discuss how <i>they</i> are the critical element in providing exceptional customer service. Court personnel will discuss how they can prepare and equip themselves to interact with challenging repeat customers and techniques for avoiding chaos.</p>
<p>10:15 10:30</p>	<p>Break</p>
<p>10:30 – 12:00</p> <p>Juniper/Laurel</p>	<p>Unexpected Impact - Working In the Courts</p> <p><i>Faculty: Laura Porter, Co-Founder of Adverse Childhood Education (ACE) Interface</i></p> <p>Session Description: Court personnel will discuss potential and sometimes dramatic impacts that can occur overtime when providing court services for some of society’s most troubles families and citizens. Participants will be challenged with self-reflection and increased awareness with planned action steps for keeping yourself healthy and productive.</p>
<p>12:00 – 1:00</p> <p>Ponderosa/ Tamarack</p>	<p>Buffet Lunch</p>
<p>1:00 – 2:30 PM Concurrent Break-Out Sessions (Select one)</p>	
<p>Breakout</p>	<p>Domestic Violence and Civil Protection Orders</p> <p><i>Faculty: Judge Russell Comstock, Magistrate Judge, Ada County; Mary Hoffman, DV Coordinator, Canyon County, Jamie Martin, Court Clerk, Ada County</i></p> <p>Session Description: 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.</p>
<p>Breakout</p>	<p>Update – Appeals to the Idaho Supreme Court</p> <p><i>Faculty: Steve Kenyon, Clerk of Idaho Supreme Court & Court of Appeals</i></p> <p>Session Description: Learn about the latest court appeals that impact court personnel and the processing of case on appeal.</p>

<p>Breakout</p>	<p>Legal Advice vs Legal Info 1.0 <i>Note: This is a repeat from the same session held last year at IICM targeted for new clerks.</i></p> <p>Faculty: <i>Jay Sturgell, Court Assistance Officer, Kootenai County, 1st District</i></p> <p>Session Description: Our job is to provide excellent service to our court customers. As newer clerks to the courts, this means being able to answer questions, provide accurate and timely information, and help our citizens successfully navigate within the court system. But how do we determine where the line is between providing court customer’s legal information and legal advice? In this session participants will discuss the difference between legal information and advice and discuss strategies to assure we don’t step outside our specific roles and responsibilities as court clerks.</p>
<p>Breakout Cinnabar</p>	<p>Computer Lab: Fundamentals of CP Data Entry in ISTARS</p> <p>Faculty: <i>Judge Andrew Ellis, Magistrate Judge, Ada County; Tamara Halstead, Clerk, Twin Falls County; Susan Mueller, Clerk, Bonner County</i></p> <p>Session Description: In this session clerks will review and practice fundamentals of data entry in ISTARS and discuss the importance of correct data entry as in pertains to time standards and the critical impact your work may have on the lives of children and families.</p>
<p>2:30 – 2:45</p>	<p>Break</p>
<p>2:45 – 4:15 PM Concurrent Break-Out Sessions (Select one)</p>	
<p>Breakout <i>(Rooms TBD after registration)</i></p>	<p>Juvenile Cases –Today and into The Future</p> <p>Faculty: <i>Raena Bull, Deputy Clerk, Canyon County; Rene Nelson, Deputy Clerk, Idaho Supreme Court</i></p> <p>Session Description: Join an open discussion regarding juvenile case processing today and into the future as we move to the Odyssey case management system. Participants will receive answers to commonly asked questions and are encouraged to bring your most difficult and challenging problems to the session. Faculty will demonstrate how to accurately input challenging cases into ISTARS and how these challenges will be addressed in Odyssey.</p>

Breakout	<p>Domestic Violence -Civil Protections Orders (Repeat Session)</p> <p><i>Faculty: Judge Russell Comstock, Magistrate Judge, Ada County; Mary Hoffman, DV Coordinator, Canyon County, Jamie Martin, Court Clerk, Ada County</i></p> <p>Session Description: 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.</p>
Breakout	<p>Legal Advice vs Legal Info 2.0 – A deeper dive</p> <p><i>Faculty: Jay Sturgell, Court Assistance Officer, Kootenai County, 1st District; Imelda Ramirez, Court Assistance Manager, Idaho Supreme Court</i></p> <p>Session Description: Building on last year’s session, participants will take a deeper dive into the difference between providing legal information verses legal advice. Faculty will include roll play demonstration so all can see how to not get boxed into a corner by litigants seeking legal advice.</p>
Breakout Cinnabar	<p>Computer Lab: Windows 8.1 Training (Repeat Session)</p> <p><i>Duane Dickey, Court Education Specialist, Idaho Supreme Court</i></p> <p>Session Description: Windows 8.1 will be the new operating system available on the computer equipment provided to all court staff with the implementation of Odyssey. This hands-on computer lab will demonstrate how to effectively navigate in Window 8.1 and customize your desktop to meet your individualized needs. Participants will learn how to conduct an effective search, add custom apps to your desktop and tile view, group, name and organize apps just the way you prefer.</p>

**Wednesday, October 28, 2015
Idaho Institute for Court Management**

7:30 – 8:30 Convention Center Lobby	Registration
7:30 – 8:30 Ponderosa/ Tamarack	Buffet Breakfast
8:30 – 8:45 Juniper/ Laurel	<p>Welcome, Opening Remarks</p> <p><i>Ileen Gerstenberger, Senior Education Manager, Idaho Supreme Court</i></p>

<p>8:30 – 10:00</p> <p>Juniper/ Laurel</p>	<p>Odyssey Pilot Court Update – Lessons Learned/Opportunities Ahead</p> <p><i>Faculty: Kevin Iwersen, Chief Information Officer, Idaho Supreme Court; Janica Bisharat, Court Management Director, Idaho Supreme Court Kristina Glasscock, Elected Clerk, Twin Falls County</i></p> <p>Session Description: Our pilot court in Twin Falls County is up and running with Odyssey Case Manager and Judges Edition computer applications. In this session participants will receive and update on the statewide project plan, hear about lessons learned from the Twin Falls deployment and discuss what their court can do <i>now</i> to get ready for the implementation of the new case management system in their courts.</p>
<p>10:00 – 10:15</p>	<p>Break</p>
<p>10:15 – 12:00</p>	<p>Beyond the Courtroom – Cultivating Justice in Your Court and Community</p> <p><i>Faculty: LaTrisha Kinlow, Court Administrator, Tukwila Municipal Court; Yolande Williams, Court Administrator, Seattle Municipal Court</i></p> <p>Session Description: As we become increasingly aware of how our unique cultural experiences influence others, we create opportunities to improve the public’s perception of justice. In this session participants will discuss how culture impacts individual values, attitudes, and actions and therefore, how they may unintentionally filter the information we offer to citizens seeking court services. Participants will analyze how to intentionally turn this phenomenon around and engage others, thereby increasing the community’s access to justice.</p>
<p>12:00 – 1:00</p> <p>Ponderosa/ Tamarack</p>	<p>Buffet Lunch</p>
<p>1:00 – 2:30 PM Concurrent Break-Out Sessions (Select one)</p>	
<p>Breakout</p>	<p>Bonds and Warrants – All the Process Details, and Some Great Tips Too</p> <p><i>Faculty: Judge John Butler, District Judge, 5th District; Cindy Eagle-Ervin, Court Clerk Specialist, Idaho Supreme Court</i></p> <p>Session Description: Participants will learn case processing for a variety of warrants including arrest, bench, and agent’s warrants. Materials witness holds and warrants of attachment will be reviewed including information on how to recall/quash warrants. Participants will discuss how to add a bond setting and conditions, how to post cash, surety, or property bonds and how to exonerate and convert a bond in order to pay costs, fines, and fees.</p>

<p>Breakout</p>	<p>Idaho Department of Transportation</p> <p><i>Faculty: Amy Kearns, Program Specialist, Idaho Department of Transportation</i></p> <p>Session Description: This session will provide updates regarding traffic and safety laws from the Department of Transportation and how specific citations and traffic incidents need to be processed. Participants' will have an opportunities to have their questions answered regarding changes and updates that have occurred in the past year.</p>
<p>Breakout</p>	<p>'Guess What I Just Read on Facebook?' Social Media Considerations for Court Personnel</p> <p><i>Faculty: Lauren Schofield, Community Relations Officer, Ada County Sheriff's Office</i></p> <p>Session Description: How can your social media footprint impact your reputation and potentially your career? In this session participants will learn and discuss how to protect your reputation, your family when using social media and the internet.</p>
	<p>Odyssey Case Manager Demonstration and Access to Court Records via the iCourt Portal</p> <p><i>Faculty: TTD by Kevin Camille Nelson, Web Developer, Idaho Supreme Court</i></p> <p>Session Description: We have begun our statewide rollout of the Odyssey Case Management system. If you are new to the courts, or have not yet had the opportunity to get an insider look at our new computer application, this session will review the benefits and capabilities of the new tool. Participants will receive information regarding when new computer equipment will be installed and when you can expect to go live with Case Manager. Additionally, participants will view a demonstration of the new iCourts Portal, learn how to register for access, and review how to use both the iCourt Portal and ISTARs Repository for a complete search of court records.</p>
<p>Breakout Cinnabar</p>	<p>Computer Lab: Child Protection Advanced Data Entry and Open Computer Lab</p> <p><i>Tamara Halstead, Clerk, Twin Falls County; Ellie Ibarra, Clerk, Washington County</i></p> <p>Session Description: Ever had a question about CP data entry you could not get answered? Maybe you want to know how other courts are handling particular CP situations that come up for clerks of the court. In this hands-on session you will have an opportunity to ask any questions and get some answers in an open computer lab.</p>

2:30 – 2:45	Break
2:45 – 4:15 PM Concurrent Break-Out Sessions (Select one)	
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<p>Thursday, October 29, 2015 Idaho Institute for Court Management</p>	
<p>7:30 – 8:15 Convention Center Lobby</p>	<p>Registration</p>
<p>7:30 – 8:15 Ponderosa/ Tamarack</p>	<p>Buffet Breakfast</p>
<p>8:15 – 8:30 Juniper/ Laurel</p>	<p>Welcome, Opening Remarks <i>Ileen Gerstenberger, Senior Education Manager, Idaho Supreme Court</i></p>
<p>8:30 – 10:00 Juniper/Laurel</p>	<p>Language Access – ADA</p> <p>Judge Sergio A. Gutierrez, Idaho Court of Appeals; Sandra Barrios, Language Access Coordinator, Ada County</p> <p>Session Description: Recruiting and training quality court interpreters is an important legal requirement under the Americans with Disabilities Act, title II. Learn about best practices in providing and coordinating interpreter services that align with federal requirements and how to use technology to assist with connecting with court interpreters via phone and video. Discuss challenges and opportunities to help you court provide language access to your community.</p>
<p>10:00 – 10:15</p>	<p>Break</p>

<p>10:15 – 12:00</p> <p>Juniper/Laurel</p>	<p>Crusin' through Life at 35 mph Strategies to Keep Your Internal Engine Running Smoothly</p> <p><i>Faculty: Brian Blasko, Consultant, Author and All Around Fun Guy, Brian Blasko Consulting, Youngstown, Ohio</i></p> <p>Session Description: Life is a journey, enjoy the ride! This exciting program offered by Brian Blasko invites you to discover and maximize your own personal potential. Our lives and careers are like vehicles, and we are the engines that keep them running smoothly. Come learn how to gain some “fuel” for your internal gas tank. While traveling on this journey Brian will share a few strategies for successful leadership, teamwork and personal growth. The strategies have all been test-driven and proven road-worthy. Do not let life’s little road blocks keep you stuck on the side of the road. Come have some fun and learn how to push your pedal to the metal! Crusin’ Through Life At 35 MPH is a delightful road trip that will provide a variety of leadership strategies court personnel can use every day.</p>
<p>12:00 – 12:15</p>	<p>Closing Remarks and Evaluations</p>