

## NCSC Pandemic Webinar Summaries for 2020

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**Access to Justice Considerations for State and Local Courts**  
**as They Respond to COVID-19: A Conversation**

**Conducted:** April 3<sup>rd</sup>, 2020.

**Summary:** This webinar offered attendees access to justice ideas for courts, and assisted with the curation of access to justice best practices. The presenters solicited input and ideas for how the judiciary can improve responses nationally, statewide, and locally during the pandemic crisis.

**Presenters:** Danielle Hirsch (moderator), Stacey Marz (panelist), Erika Rickard (panelist), James Sandman (panelist).

**Presenter Bios:**

- **Danielle Hirsch** is a Principal Court Management Consultant with the National Center for State Courts. She provides advanced management consulting work to courts and their partners at the state and local level, primarily focused on access to justice issues in the courts. She is currently providing public access and fairness information related to the pandemic crisis along with the CCJ-COSCA Rapid Response Team.
- **Stacey Marz** is the Administrative Director of the Alaska State Court System. She supervises the administrative operations of the Alaska judicial system. She has worked for the court system for sixteen years, dedicating her efforts to improve court operations to be more streamlined and to provide positive customer experiences.
- **Erika Rickard** is the Project Director of Civil Legal Modernization, PEW Charitable Trusts. She leads Pew's work to modernize the nation's civil legal system, a project to pilot and evaluate the most promising technologies and tools to assist people without access to a lawyer. These include online dispute resolution, which brings the entire court process online, so people can resolve their cases without going to a courthouse; and legal information and assistance portals, which use interactive technology to identify legal problems and direct users to information and resources tailored to their needs.
- **James Sandman** is the Chair of the ABA Task Force on Legal Needs Arising Out of the 2020 Pandemic, and the former President of the Legal Services Corporation. His Task Force works to identify legal needs arising from the pandemic, and makes recommendations to address these needs while helping to mobilize volunteer lawyers and legal professionals to assist people who require assistance.

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**Addressing Court Workplace Mental Health and Well-Being in Tense Times**

**Conducted:** June 25<sup>th</sup>, 2020.

**Summary:** Anxiety and stress in returning to the workplace in the midst of COVID-19 and budget challenges loom large in the minds of judges and court staff. Added to this dynamic is the national focus on racism and its rightful demands on the justice community, including trial courts. How can court leaders address these challenges and promote a mentally healthy workplace and environment? Trial courts need constructive, empathetic, and effective leaders. This complimentary 90-minute webinar will identify and illustrate leadership tips and resources to help court leaders better support judge and employee mental health and well-being as courts cautiously resume full operations. Former Congressman Patrick J. Kennedy (D-RI), Founder of the Kennedy Forum and Co-Founder of One Mind at Work, will be joined by Garen Staglin, Founder of One Mind and Co-Founder of One Mind at Work, to discuss why mental health in the workplace is important, share insights on what court leaders can do to address this issue, and provide valuable resources for webinar participants to access. A moderated discussion will follow with court leaders from Massachusetts and Iowa on the practical challenges, approaches and solutions they have devised. Time will be allotted for audience questions.

**Presenters:** Patti Tobias (presenter), Hon. Paula M. Carey (presenter), Hon. Mark D. Huppert (presenter), Patrick J. Kennedy (presenter), Hon. Lawrence E. Marks (presenter), Christopher T. Patterson (presenter), Garen Staglin (presenter), Jonathan S. Williams (presenter).

**Presenter Bios:**

- **Patti Tobias** has been with the National Center for State Courts, Court Consulting Services division (NCSC-CCS) as a Principal Court Management Consultant since 2014. Ms. Tobias has experience working in a wide variety of national, statewide, and local projects including those involving leadership and governance, caseflow management, strategic planning, child welfare, criminal justice reform, and improving the justice system response to mental illness. She also serves as the Educational Consultant to the National Association for Court Management (NACM), works with other national court organizations, and often presents at state and national conferences.
- **Hon. Paula M. Carey** is Chief Justice of the Massachusetts Trial Court. She was appointed to that position on July 16, 2013. Prior to that, she was the Chief Justice of the Probate and Family Court having been appointed to that position on October 2, 2007. She was appointed an Associate Justice of the Norfolk Probate and Family Court in 2001. Judge Carey is a member of the Massachusetts Bar Association, previously serving on the Family Law Section Council; and the Boston Bar Association. She is also a member of the Massachusetts Family and Probate American Inn of Court; and the Association of Family and Conciliation Courts.
- **Hon. Mark D. Huppert** is the Chief Judge of Iowa's Fifth Judicial District.
- **Patrick J. Kennedy** is a former U.S. Representative and mental health advocate. From 1995 to 2011, he served as a Democratic member of the United States House of Representatives from Rhode Island's 1st congressional district. He is the founder of the

Kennedy Forum, a former member of the President's Commission on Combatting Drug Addiction and the Opioid Crisis, and co-founder of One Mind.

- **Hon. Lawrence E. Marks** is an acting justice for the New York County Supreme Court, Criminal Term in the 1st Judicial District of New York. He was appointed to this position in 2009. He was also appointed to the New York Court of Claims that year.
- **Christopher T. Patterson** is the District Administrator of Iowa's Fifth Judicial District.
- **Garen Staglin** is a mental health advocate and founder of One Mind at Work. He has been involved in the transaction processing services and technology industries for more than 30 years. He and his wife founded the International Mental Health Research organization in 1995 and have raised over \$200 million to find the causes and cures for mental illness. In 2009, together with actress Glen Close, they founded BringChange2Mind.org to raise awareness and decrease stigma for people who suffer from mental illness. In 2010, he and Congressman Patrick Kennedy created and founded the One Mind for Research Campaign where he serves as Co-Chairman. He has also served as a member of the Advisory Board at the Stanford Graduate School of Business, the UCLA Venture Capital Fund, and the Cambridge University Judge Business School in the United Kingdom. He also serves as the Co-Chairman of the UCLA Centennial Campaign.
- **Jonathan S. Williams** is the Court Administrator of the Massachusetts Trial Court.

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**Administering Criminal Courts During the Pandemic:**  
**Next Steps**

**Conducted:** October 29<sup>th</sup>, 2020.

**Summary:** Timeliness is of central importance in court cases involving young people, and during the pandemic, courts across the country are using different approaches to manage these time sensitive cases. In this webinar, participants learned about promising case management strategies for delinquency and dependency cases and heard lessons learned from judges who oversee these cases.

**Presenters:** Laurie K. Dudgeon (presenter), Chris Gaddis (presenter), Hon. LeRoy K. Martin, Jr. (presenter), Hon. James R. Orlando (presenter), Brian Ostrom (introduction).

**Presenter Bios:**

- **Laurie K. Dudgeon** is the Director of the Administrative Office of the Kentucky Courts, overseeing nearly 3,400 court employees and serves 404 elected justices, judges and circuit court clerks. She administers the \$360 million Judicial Branch budget, drafts and promotes passage of legislation affecting the courts, and works with officials at the state, national and county levels.
- **Chris Gaddis** is the Court Administrator for the Pierce County Superior Court in Tacoma, Washington.
- **Hon. LeRoy K. Martin, Jr.** serves as Presiding Judge of the Criminal Division in the Circuit Court of Cook County in Chicago, Illinois.
- **Hon. James R. Orlando** is a Superior Court Judge for Pierce County Superior Court, in Washington.
- **Brian J. Ostrom, Ph.D.,** is a Principal Court Research Consultant with the National Center for State Courts in Williamsburg, Virginia. Dr. Ostrom has extensive training and experience in performance evaluation and using a wide range of quantitative and qualitative analysis techniques to understand and overcome problems in the courts. Since joining NCSC in 1989, his main research activities have focused on many subject areas including the study of felony sentencing and the development of structured sentencing systems, civil justice reform, the methodology of judge and staff workload assessment, and court organizational development and performance assessment. In recent years, Dr. Ostrom has served as the principal investigator for large-scale judicial system workload studies in the states of Michigan (1997-98), Florida (1999-2000), California (2000-03), Minnesota (2002-03), New Hampshire (2004-05), and Wisconsin (2005-06) as well as the Maryland public defender system (2003-05). He is currently working on resource assessment projects in California, Florida, and Texas.

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**Approaches to Managing Juvenile Cases in the COVID Era**

**Conducted:** October 1<sup>st</sup>, 2020.

**Summary:** Timeliness is of central importance in court cases involving young people, and during the pandemic, courts across the country are using different approaches to manage these time sensitive cases. In this webinar, participants learned about promising case management strategies for delinquency and dependency cases and heard lessons learned from judges who oversee these cases.

**Presenters:** Chief Justice Amy Nechtem (introductory presenter), Teri Deal (moderator), Chief Judge Michelle Dietrich (presenter), Hon. Jennifer Staley McCrady (presenter), Dawn Marie Rubio (presenter), Hon. Megan McCoy (presenter), Hon. Judith Ramseyer (presenter).

**Presenter Bios:**

- **Teri Deal** joined the National Center for State Courts as a Principal Court Management Consultant after several years of experience working both in juvenile and family court research settings and in direct service to system-involved youth and families. Prior to joining NCSC, Ms. Deal spent nearly a decade as a research at the National Center for Juvenile Justice, the research arm of the National Council for Juvenile and Family Court Judges. Her work there primarily focused on supporting juvenile justice systems, courts, agencies, and programs to collect and use data. She has provided training and technical assistance both on-site and online to juvenile justice stakeholders on incorporating continuous quality improvement into their practices, implementing evidence-based practices, and analyzing and reporting data. There, she directed the Juvenile Justice Model Data Project funded by the federal Office of Juvenile Justice and Delinquency Prevention which provided guidance to the field on fundamental measures of juvenile justice. She has also been active in addressing the intersection of schools and the justice system and led a multi-state study to advance measures of subsequent offending.
- **Hon. Megan McCoy** serves as a Court Commissioner / Judge Pro Tempore for Mohave County Superior Court. She was appointed to the position by Presiding Judge Charles Gurtler and sworn in on August 9, 2019. Judge McCoy currently handles a caseload primarily consisting of juvenile court matters such as dependencies, adoptions, and delinquencies. She also handles the Mohave County IV-D calendar. Prior to her appointment, Judge McCoy worked as a prosecutor at the Mohave County Attorney's Office for 13 years.
- **Hon. Jennifer Staley McCrady** is a judge for the Allegheny County Court of Common Pleas in Pennsylvania. She was elected on November 3, 2015. Judge McCrady did her undergraduate studies at John Carroll University and Duquesne University. She received her J.D. from Duquesne University School of Law in 2002. Judge McCrady is the supervising attorney and the Program and Policy Coordinator of KidsVoice, which represents children in the courts. She joined the organization in 2000, while she was still in law school.



- **Chief Justice Amy L. Nechtem** is the chief justice for the juvenile courts in Massachusetts. She concurrently presides over the juvenile court in Essex County. In 2014, Justice Nechtem was appointed to serve as chief justice of the juvenile courts by the chief justice for the trial courts, Paula M. Carey.
- **Hon. Judith Ramseyer** serves as a judge in the King County Superior Court of Washington state.
- **Dawn Marie Rubio** is the State Court Administrator for Washington State. Before joining the AOC, Ms. Rubio served as Utah Juvenile Court Administrator since 2013, and previously had served as assistant director of the Administrative Office of Illinois Courts, principal court management consultant for the National Center for State Courts, in various legal and administrative positions for the Office of Court Administrator, Seventeenth Judicial Circuit in Florida, and as an adjunct professor of law with Nova Southeastern University in Florida.

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**Back to the Future:**  
**Video Remote Interpreting and Other Language Access Solutions**  
**in the Time of COVID**

**Conducted:** June 30<sup>th</sup>, 2020.

**Summary:** Video Remote Interpreting (VRI) has exploded overnight and is in use in courts across wide swaths of the nation. This isn't a sci-fi movie; it's the reality in which we are living today. Whether you use Zoom, WebEx, or BlueJeans, we are hearing that you have stayed nimble during this international public health crisis and in the process have learned some valuable lessons. Join us to see how your colleagues around the country, from metropolitan centers to rural areas to islands, have innovated, using remote technologies to ensure the continuation of essential court operations and adapting those solutions to the post-pandemic court world.

**Presenters:** Tina Vagenas (presenter), Carmel Capati (presenter), Paula Couselo-Findikoglu (presenter), Tonnya Kohn (moderator), Melody Kubo (presenter), Kelly Mills (presenter), Chief Justice Maureen O'Connor (welcome), Artie Pepin (presenter), Stacy Westra (presenter).

**Presenter Bios:**

- **Tina Vagenas** has over fifteen years of experience as an attorney, starting as a prosecutor in the courts of Essex County, Massachusetts where a large number of litigants were limited English proficient individuals and required interpreters. Before moving to the National Center for State Courts (NCSC), she served as Chief Counsel and Associate Director of the American Bar Association Justice Center. Nearly her entire legal career has been focused in the public interest arena and specifically on access to justice issues, ranging from judicial independence and the public's perception of the courts to the underfunding of state courts and issues relating to language access in the courts.
- **Carmel Capati** is the Court Interpreter Program Manager in the Office of Court Operations for the Wisconsin Court System.
- **Paula Couselo-Findikoglu** serves as Senior Statewide Program Manager of Language Access Services at the New Mexico Administrative Office of the Courts and has been managing the New Mexico Center for Language Access since its inception in 2009. In 2016, the Justice Index, published by the National Center for Access to Justice, ranked the New Mexico Judiciary #2 among all 50 states in the nation for its language access efforts.
- **Tonnya Kohn** is the State Court Administrator of the South Carolina Judicial Branch, and the Chair of the Conference of State Court Administrators (COSCA) Language Access Advisory committee.
- **Melody Kubo** is the Court Interpreting Services Coordinator in the Office on Equality and Access to the Courts, in the Judiciary of the State of Hawaii.
- **Kelly Mills** is the Program Manager of Court Language Access Services (CLAC) for the Oregon Judicial Department.
- **Chief Justice Maureen O'Connor** is the 10th chief justice and the first woman in Ohio history to lead the Ohio judicial branch. Since she took office in 2011, Chief Justice O'Connor has led significant reforms and improvements in the Ohio judicial system,

including improving access to justice by addressing the impact that court fines, fees, and bail practices have on economically disadvantaged communities, an issue she focuses on as co-chair of the National Task Force on Fees, Fines and Bail Practices. She also is past president of the Conference of Chief Justices (CCJ) and immediate past chair of the National Center for State Courts (NCSC) Board of Directors.

- **Artie Pepin** is the State Court Administrator for the New Mexico Administrative Office of the Courts.
- **Stacy Westra** is a Management Analyst for the State Court Administrator's Office in the Michigan Supreme Court.

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## Court Management of Guardianships and Conservatorships During the Pandemic

**Conducted:** September 23<sup>rd</sup>, 2020.

**Summary:** This webinar emphasized good case management of guardianships and conservatorships. Participants also heard a discussion of appropriate modalities of hearings; considered the impact of the pandemic on people who are subjects of guardianships and conservatorships; and discussed how to effectively monitor safety and well-being.

**Presenters:** Mary Galvez (presenter), Terry Hammond (presenter), Hon. Lauren Holland (presenter), Hon. Lois E. Murphy (presenter), Diane Robinson (moderator)

### **Presenter Bios:**

- **Mary Galvez** is a nationally certified Master Guardian, certified Manager of Care, certified Senior Advisor, and certified Mediator. She has been providing guardianship and care management services in New Mexico for over 20 years and has over 25 years of professional experience in the healthcare and social work field. Mary has a passion for serving New Mexico's seniors and persons with special needs. Mary received the 2019 Center for Guardianship Certification National Master Guardian Star Achievement Award.
- **Terry Hammond** is a guardianship attorney and is with the National Guardianship Board of Directors. In 1993, he began practicing guardianship and conservatorship law with a focus on protection of the elderly and disabled. Mr. Hammond was first elected to the National Guardianship Association's Board of Directors in 1995 and for three subsequent terms served as Executive Director of National Guardianship Association from 2006 – 2010. He is currently on the NGA's Board of Directors and chairs the State Affairs Committee. He also serves on the Board of Directors for the Texas Guardianship Association and chairs the TGA Public Policy Committee. Mr. Hammond is the Executive Director of the Center for Excellence in Guardianship and Adult Protective Services, a 501(c)(4) organization that advocates for improvement in guardianship and adult protective services systems ([www.cegaps.com](http://www.cegaps.com)).
- **Hon. Lauren Holland** is a Circuit Court Judge in Oregon and the current president of the Oregon Circuit Court Judges Association. She is a leader in identifying and implementing standards and best practices for protective proceedings in her own court and throughout the state. She instituted a court-appointed attorney list from which to appoint experienced attorneys to represent persons subject to protective proceedings. She developed a mandatory fiduciary education class for guardians and conservators and established a monitoring program utilizing trained volunteers to conduct independent investigations for the court in ongoing guardianships and conservatorships.
- **Hon. Lois E. Murphy** presides over the Court of Common Pleas in the Montgomery County, Pennsylvania Orphans' Court Division. From 1993 to 1996, Lois practiced law as an associate at Morgan Lewis in Philadelphia, and from 1996 through 2005 practiced at Heckscher, Teillon, Terrill & Sager, in West Conshohocken, where she became a partner in the field of trusts and estates, Orphans' Court litigation and charitable planning. Lois has

substantial experience appearing in court in Montgomery County. Lois currently serves as a Commissioner on the Pennsylvania Commission for Women.

- **Diane Robinson** is a Senior Court Research Associate for the National Center for State Courts. Prior to her time at NCSC, Ms. Robinson served as the Director of Research and Justice Statistics for a state court system, where she developed and implemented data governance policies and worked extensively with judges and court staff to create actionable data reports to improve court performance. Her areas of research include examining the characteristics of youth entering the juvenile justice system from school referrals compared to community referrals as well as a statewide assessment of youth risks and protective factors. Dr. Robinson also worked with juvenile judges and juvenile officers to improve data collection and quality. Her prior experience includes eight years as the director of a state Court Appointed Special Advocate (CASA) program and two years as Court Improvement Project coordinator. Dr. Robinson has written on outcomes of dependency cases, school performance of children in foster care, Medicaid services, and early childhood interventions. She has presented on juvenile justice and child welfare issues at the National School Board Association conference and the Public Health Law Research conference and on data governance at the National Association of Court Managers and the Court Technology Conferences.

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**COVID-19 Business Litigation Grab Bag**

**Conducted:** September 14<sup>th</sup>, 2020.

**Summary:** A panel of subject matter experts for a roundtable discussed effective commercial case management, the role of federalism in COVID-9 business litigation, and lesser known procedural quirks that state court judges may encounter in the coming months.

**Presenters:** Judge Jerry Abrams (speaker), Judge Jennifer Bailey (speaker), Mr. Charlie Baldwin (speaker), Justice Thomas Balmer (moderator), Judge Elizabeth Emerson (speaker), Paula Hannaford-Agor (moderator), Justice Brian Stern (speaker), Ms. Deborah Taylor Tate (speaker), Judge Christopher Yates (speaker)

**Presenter Bios:**

- **Hon. Jerome B. Abrams** is a judge of the First Judicial District for Scott County, Minnesota. He has served on this court since January 2008. He was re-elected in 2010 and 2016.
- **Judge Jennifer Bailey** is an Administrative Judge for the 11th Judicial Circuit of Florida, Circuit Civil Division. She has been a circuit court judge in Miami-Dade, Florida, for twenty-five years. She is the Administrative Judge for the 25-judge Circuit Civil Division and handles a docket of Complex Business Litigation cases. She currently serves on the Board of Directors of the National Center for State Courts and on the Florida Supreme Court Commission on Trial Court Performance and Accountability. In 2018, she earned her L.L.M. in Judicial Studies from Duke University's School of Law.
- **Mr. Charlie Baldwin** is the Assistant General Counsel for Legislation and Court Initiatives for the Administrative Office of the Tennessee Courts.
- **Justice Thomas Balmer** was elected by his colleagues as Oregon's 43rd Chief Justice and served from May 1, 2012 until June 30, 2018. He was first appointed to the Supreme Court by Governor John Kitzhaber in 2001; he was elected in 2002 and re-elected in 2008 and 2014. Justice Balmer practiced with the Portland law firm of Ater Wynne LLP and its predecessor firm, Lindsay, Hart, Neil & Weigler from 1982-93 and 1997-2001, and also served as Managing Partner. He was Deputy Attorney General of Oregon (1993-97) under Attorney General Theodore R. Kulongoski. Earlier in his career, he was an associate with Wald, Harkrader & Ross (Washington, D.C.) (1980-82), a Trial Attorney with the Antitrust Division of the U.S. Department of Justice (1979-80), and an associate with the Boston firm of Choate, Hall & Stewart (1977-79). Justice Balmer received his J.D. from the University of Chicago Law School in 1977 and his A.B. from Oberlin College in 1974. He has been as an Adjunct Professor of Law at Northwestern School of Law of Lewis & Clark College and an Adjunct Professor of Political Science at Lewis & Clark College. He is the author of numerous articles, book reviews, book chapters and op-ed columns on antitrust, constitutional law and other topics.
- **Judge Elizabeth Emerson** is a justice of the Suffolk County Supreme Court in the 10th Judicial District of New York. She was first elected to this position in 1996. She was re-

elected on November 3, 2009 along with Stephen A. Bucaria, Robert A. Bruno, Randall Hinrichs, Patrick Leis and Thomas P. Phelan. Her 14-year term expires in 2023.

- **Paula Hannaford-Agor** is a Principal Court Management Consultant with the National Center for State Courts, and is the Director of the Center for Juries Studies. She regularly conducts research and provides technical assistance and education to courts and court personnel on the topics of jury system management and trial procedure, civil litigation, and complex and mass tort litigation. Currently, she is providing jury management information related to the pandemic crisis along with the CCJ-COSCA Rapid Response Team.
- **Judge Brian Stern** is an Associate Justice for the Rhode Island Superior Court. He was chief of staff for Governor Carcieri from 2007-2009, prior to which he served as his executive counsel. Stern also worked as executive director of the Department of Administration and chief securities examiner and deputy chief of legal services for the state Department of Business Regulation.
- **Deborah Taylor Tate** is the Administrator Director of the Tennessee Courts. Director Tate is also the co-chair of the National Judicial Opioid Task Force and served on the Legal Services Corporation's Opioid Task Force. Other notable career achievements include Director Tate's time as legal counsel and senior policy advisor to two former Tennessee governors, Don Sundquist and Senator Lamar Alexander, and her past experience as both chairman and director of the Tennessee Regulatory Authority.
- **Judge Christopher Yates** is a judge at the Kent County Circuit Court, Michigan, and presides over the Specialized Business Docket. He was appointed to the Kent County Circuit Court in 2008 and has served in both the Criminal/Civil Division and the Family Division. He was assigned to run the court's specialized business docket in 2012. Judge Yates is the immediate past president of the Grand Rapids Bar Association. Before his judgeship, he served as a law clerk to Chief Judge James P. Churchill of the U.S. District Court for the Eastern District of Michigan and to Hon. Ralph B. Guy, Jr., of the U.S. Court of Appeals for the Sixth Circuit. Judge Yates also has worked as a federal prosecutor in Detroit, as an attorney-advisor in the Office of Legal Counsel at the U.S. Department of Justice in Washington, DC; as chief federal public defender for the Western District of Michigan; and as a partner in two private law firms.

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**COVID-19 Commercial Contract Litigation**

**Conducted:** July 20<sup>th</sup>, 2020.

**Summary:** The COVID-19 pandemic and related stay-at-home orders resulted in cascading breaches of commercial contracts concerning sales of goods and services. This session provides a primer on contractual and UCC issues that judges can expect to encounter in newly filed civil cases.

**Presenters:** Paula Hannaford-Agor (moderator), Judge Jennifer Bailey (presenter), Professor John Chung (speaker), Paul Kessimian (speaker), Judge Christopher Yates (speaker).

**Presenter Bios:**

- **Paula Hannaford-Agor** is a Principal Court Management Consultant with the National Center for State Courts, and is the Director of the Center for Juries Studies. She regularly conducts research and provides technical assistance and education to courts and court personnel on the topics of jury system management and trial procedure, civil litigation, and complex and mass tort litigation. Currently, she is providing jury management information related to the pandemic crisis along with the CCJ-COSCA Rapid Response Team.
- **Judge Jennifer Bailey** is an Administrative Judge for the 11th Judicial Circuit of Florida, Circuit Civil Division. She has been a circuit court judge in Miami-Dade, Florida, for twenty-five years. She is the Administrative Judge for the 25-judge Circuit Civil Division and handles a docket of Complex Business Litigation cases. She currently serves on the Board of Directors of the National Center for State Courts and on the Florida Supreme Court Commission on Trial Court Performance and Accountability. In 2018, she earned her L.L.M. in Judicial Studies from Duke University's School of Law.
- **Professor John Chung** is a Distinguished Research Professor of Law at the Roger Williams University School of Law. In the past he has testified before the U.S. Senate Judiciary Committee on proposed bankruptcy legislation regarding abusive credit card practices. Professor Chung's articles cover many legal topics including bankruptcy, international law, and contracts. He has an extensive background as a commercial lawyer. As a partner in the Los Angeles firm Katten Munchen & Zavis, Professor Chung devoted his practice to representing secured creditors in bankruptcy court. While employed for the United Nations, he worked for the Compensation Commission originated by the UN to process claims and award compensation for losses resulting from Iraq's invasion of Kuwait in 1990. Professor Chung teaches contracts, sales, secured transactions and bankruptcy at RWU.
- **Paul Kessimian** is a Partner at Partridge, Snow and Hahn, LLP. He serves as Chair of the Firm's Litigation Practice group and represents corporate clients and individuals in nearly every type of complex litigation, including breach of contract, commercial, insurance, intellectual property, environmental, and real estate disputes. He represents clients in all phases of litigation in state and federal courts and has tried both bench and jury trials.



- **Judge Christopher Yates** is a judge at the Kent County Circuit Court, Michigan, and presides over the Specialized Business Docket. He was appointed to the Kent County Circuit Court in 2008 and has served in both the Criminal/Civil Division and the Family Division. He was assigned to run the court's specialized business docket in 2012. Judge Yates is the immediate past president of the Grand Rapids Bar Association. Before his judgeship, he served as a law clerk to Chief Judge James P. Churchill of the U.S. District Court for the Eastern District of Michigan and to Hon. Ralph B. Guy, Jr., of the U.S. Court of Appeals for the Sixth Circuit. Judge Yates also has worked as a federal prosecutor in Detroit, as an attorney-advisor in the Office of Legal Counsel at the U.S. Department of Justice in Washington, DC; as chief federal public defender for the Western District of Michigan; and as a partner in two private law firms.

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**COVID-19 and Courthouse Planning to Get Back to Business****Inside the Courthouse**

**Conducted:** May 15<sup>th</sup>, 2020.

**Summary:** Facility operation adjustments are required to resume business in courthouses. This webinar covered complications in ramping up services in various court environments. Rural, mid-size, and large jurisdictions shared their experiences and strategies for implementation.

**Presenters:** Allison McKenzie (presenter), Jackie Bryant (panel), Hon. William G. Kelly (panel), Marcus W. Reinkensmeyer (panel), John C. Rode (panel).

**Presenter Bios:**

- **Allison McKenzie** is a Senior Court Management Consultant with the National Center for State Courts. She is a registered Architect and works in Judicial Facilities planning. Allison has many years of project management and architectural planning and design experience. Over the years, she has worked on a diverse range of project types from court facilities to urban master planning.
- **Jackie Bryant** is the Clerk of Court and Court Administrator for the Second Judicial District Court of Washoe County in Reno, Nevada. In this role, Ms. Bryant is responsible for the operations of the District Court and oversees all members of the Executive Leadership Team. Ms. Bryant is an attorney who practiced in the areas of public utility law, insurance law, and administrative law before coming to the Court. She has worked in both public and private sectors, having served two governors and two attorneys general in her career, as well as having worked for the Holland & Hart law firm.
- **Hon. William G. Kelly** is the Chief Judge for the 62B District Court in Kentwood, Michigan. Judge Kelly was elected in November of 1978 and had the special honor of succeeding his father Hon. Joseph Kelly, who served as Kentwood's municipal judge from 1971-1979.
- **Marcus W. Reinkensmeyer** is the Director of Court Services for the Administrative Office of the Courts, Supreme Court of Arizona. Previously, he served as the Court Administrator, Chief Deputy Court Administrator and Director of Judicial Information Systems for the Superior Court of Arizona in Maricopa County. In the State of Illinois, Marcus served as Assistant Director of the Administrative Office of the Courts (Court Services Division), Court Administrator (17th Judicial Circuit), Assistant Superintendent of Juvenile Detention and Probation Officer. He is the Past President of the National Association for Court Management and the Arizona Courts Association, former Editor of the Court Manager and a member of the Editorial Board for the International Association for Court Administration.
- **John C. Rode** is the Senior Facility Planner for the Planning and Project Development Division of Hennepin County in Minneapolis, Minnesota.

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**COVID-19 Labor and Employment Liability**

**Conducted:** August 3<sup>rd</sup>, 2020.

**Summary:** In this third in a series of business litigation webinars, presenters discussed labor and employment litigation in the COVID-19 era. Topics included a primer on aforementioned litigation, and an overview of common scenarios for court staff to expect as demonstrated by the Michigan Business Court and the attorney perspective.

**Presenters:** Paula Hannaford-Agor (introduction and logistics), Hon. Jerome Abrams (moderator), Jonathan Rosenfeld (presenter), Professor Joseph Whelan (presenter), Hon. Christopher Yates (presenter).

**Presenter Bios:**

- **Paula Hannaford-Agor** is a Principal Court Management Consultant with the National Center for State Courts, and is the Director of the Center for Juries Studies. She regularly conducts research and provides technical assistance and education to courts and court personnel on the topics of jury system management and trial procedure, civil litigation, and complex and mass tort litigation. Currently, she is providing jury management information related to the pandemic crisis along with the CCJ-COSCA Rapid Response Team.
- **Hon. Jerome B. Abrams** is a judge of the First Judicial District for Scott County, Minnesota. He has served on this court since January 2008. He was re-elected in 2010 and 2016.
- **Jonathan (Jon) Rosenfeld** is a partner and the chair of the Labor and Employment Practice Group and a member of the Dodd-Frank Whistleblower Working Group. Mr. Rosenfeld has extensive experience in the practice of labor and employment law.
- **Professor Joseph Whelan** holds tenure at the Rodger Williams University School of Law. He is a partner at Whelan, Corrente, Kinder & Siket, LLP, where his practice is focused primarily in the areas of employment litigation, labor law, and commercial litigation.
- **Judge Christopher Yates** is a judge at the Kent County Circuit Court, Michigan, and presides over the Specialized Business Docket. He was appointed to the Kent County Circuit Court in 2008 and has served in both the Criminal/Civil Division and the Family Division. He was assigned to run the court's specialized business docket in 2012. Judge Yates is the immediate past president of the Grand Rapids Bar Association. Before his judgeship, he served as a law clerk to Chief Judge James P. Churchill of the U.S. District Court for the Eastern District of Michigan and to Hon. Ralph B. Guy, Jr., of the U.S. Court of Appeals for the Sixth Circuit. Judge Yates also has worked as a federal prosecutor in Detroit, as an attorney-advisor in the Office of Legal Counsel at the U.S. Department of Justice in Washington, DC; as chief federal public defender for the Western District of Michigan; and as a partner in two private law firms.

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**COVID-19:****State Insolvency Receiverships & Assignment for the Benefit of Creditors**

**Conducted:** August 10<sup>th</sup>, 2020.

**Summary:** This was the fourth in a series of business litigation webinars presented by the National Center for State Courts. National business news outlets estimate that as many as 100,000 small businesses have been forced out of business due to the pandemic. This session focuses on the role of state courts in insolvency and related proceedings, including an innovative pilot program launched in Rhode Island to provide otherwise viable businesses a lifeline to continue operations.

**Presenters:** Paula Hannaford-Agor (introduction and logistics), George W. Shuster, Jr. (presenter), Judge Brian Stern (presenter), Chief Justice Paul Suttell (moderator), Professor J. W. Verret (presenter).

**Presenter Bios:**

- **Paula Hannaford-Agor** is a Principal Court Management Consultant with the National Center for State Courts, and is the Director of the Center for Juries Studies. She regularly conducts research and provides technical assistance and education to courts and court personnel on the topics of jury system management and trial procedure, civil litigation, and complex and mass tort litigation. Currently, she is providing jury management information related to the pandemic crisis along with the CCJ-COSCA Rapid Response Team.
- **George J. Shuster, Jr.** is a Partner at the law firm of WilmerHale. Mr. Shuster is a member of both the firm's Debt Finance Group and Bankruptcy and Financial Restructuring Group, having practiced in both areas for his two-decade career to date.
- **Judge Brian Stern** is an Associate Justice for the Rhode Island Superior Court. He was chief of staff for Governor Carcieri from 2007-2009, prior to which he served as his executive counsel. Stern also worked as executive director of the Department of Administration and chief securities examiner and deputy chief of legal services for the state Department of Business Regulation.
- **Chief Justice Paul Suttell** presides over the Supreme Court of Rhode Island. Chief Justice Suttell graduated from the Moses Brown School in Providence, Rhode Island. He then attended Northwestern University in Evanston, Illinois, from which he graduated in 1971. He received his law degree from Suffolk University Law School in 1976. Suttell served in the Rhode Island House of Representatives between 1982 and 1990 as a member of the Republican Party, representing a district that encompassed Little Compton and portions of Tiverton and Portsmouth. In his second term, he was elected by his colleagues as Deputy Minority Leader and served in that capacity until 1990. During his tenure in the Rhode Island General Assembly, he served on the House Committees on the Judiciary, Corporations, and Special Legislation, the Joint Committees on the Environment and the Arts, and the Agricultural Land Preservation Commission, the Newport County Convention and Visitors Bureau, and the Lottery Commission. In 1988, he was elected as a delegate to the Republican National Convention in New Orleans.

- **Professor J.W. Verret** joined the law faculty in 2008 and teaches Banking, Securities and Corporation Law as well as Accounting for Lawyers. He has also been a Visiting Professor at Stanford Law School. He frequently serves as an expert witness in securities, corporate and commercial litigation and arbitration proceedings. He has served as Chief Economist and Senior Counsel to the U.S. House Committee on Financial Services. He previously clerked on the Delaware Court of Chancery. He received his JD from Harvard Law School, a Masters in Public Policy from the Harvard Kennedy School, and a BS in Financial Accounting from LSU.

## (9)

**Developing Plans for Expanding In-Person Court Operations**

**Conducted:** May 1<sup>st</sup>, 2020.

**Summary:** As states around the country begin to consider relaxing restrictions put in place because of the pandemic, courts must begin to develop plans for gradually expanding in-person operations again, as conditions permit. This webinar focused on key questions for courts to consider in this planning.

**Presenters:** Nora Sydow (presenter), Joe Baxter (introduction), Dr. Ted Cieslak (highlights from the field), Chief Justice Bridget Mary McCormack (highlights from the field), Chief Justice Michael Heavican (call to action), Dawn Marie Rubio (highlights from the field), Chief Justice Loretta Rush (highlights from the field), David Slayton (highlights from the field), Corey Steel (introduction and background), Chief Justice Debra Stephens (highlights from the field).

**Presenter Bios:**

- **Nora Sydow** is a Principal Court Management Consultant with the National Center for State Courts. She works on a variety of projects improving court organization, process, and operations, with special attention to those involving children and families. She is currently serving as one of NCSC's primary response consultants for the pandemic crisis along with the CCJ-COSCA Rapid Response Team.
- **Joe Baxter** is the State Court Administrator for the state of Rhode Island, and in 2019 was named president of the Conference of State Court Administrators (COSCA) and vice-chair of the National Center for State Courts Board of Directors.
- **Dr. Ted Cieslak** serves as Medical Director of the University of Nebraska's (UNMC's) Quarantine Unit, as Medical Co-Director of its Biocontainment Unit, and as Associate Director of its Center for Biosecurity, Biopreparedness, and Emerging Infectious Diseases. He holds the rank of Associate Professor of Epidemiology within the University's College of Public Health.
- **Chief Justice Bridget Mary McCormack** serves in the Supreme Court of Michigan, having served the Supreme Court since January 2013, becoming Chief Justice in January 2019. Before her election to the Court in November 2012, she was a law professor and dean at the University of Michigan Law School. Since joining the Court, Chief Justice McCormack continues to teach at the Law School.
- **Chief Justice Michael Heavican** presides over the Supreme Court of Nebraska. In 1991, Heavican left state service to become an Assistant United States Attorney for the District of Nebraska. After ten years with that office, he was appointed by newly elected President George W. Bush to be the United States Attorney for the District of Nebraska in 2001, a position he held until becoming Chief Justice of Nebraska.
- **Dawn Marie Rubio** is the State Court Administrator for Washington State. Before joining the AOC, Ms. Rubio served as Utah Juvenile Court Administrator since 2013, and previously had served as assistant director of the Administrative Office of Illinois Courts, principal court management consultant for the National Center for State Courts, in various

legal and administrative positions for the Office of Court Administrator, Seventeenth Judicial Circuit in Florida, and as an adjunct professor of law with Nova Southeastern University in Florida.

- **Chief Justice Loretta Rush** presides over the Indiana Supreme Court. She serves as Vice President of the Conference of Chief Justices Board of Directors, is a member of National Center for State Courts Board of Directors, and recently led response efforts to the addictions crisis as co-chair of the National Judicial Opioid Task Force.
- **David Slayton** is the Administrative Director of the Texas Office of Court Administration, charged with implementing Texas Government Code Chapter 72 and directing the operations of the Office of Court Administration. In addition to these duties, as Administrative Director he serves as the executive director of the Texas Judicial Council, statutorily created to continuously study the organization, rules, procedures and practice, work accomplished, results and uniformity of the discretionary powers of the state courts and methods for their improvement. He is a Past President of the National Association for Court Management and was formerly the Secretary on the Board of Directors for the Texas Association for Drug Court Professionals.
- **Corey Steel** is the State Court Administrator of Nebraska, overseeing the administrative operations of the statewide court system. The State Court Administrator works to plan for statewide Judicial Branch needs, develops and promotes statewide administrative practices and procedures, oversees the operation of trial court programs and strategic initiatives, and serves as a liaison with other branches of government.
- **Chief Justice Debra Stephens** presides over the Washington State Supreme Court. As Chief Justice, she is the court's chief spokesperson, presides over Supreme Court hearings and conferences, and co-chairs the state's Board for Judicial Administration.

## (19)

**Essential Steps to Tackle Backlog and Prepare for a Surge in New Cases**

**Conducted:** July 19<sup>th</sup>, 2020.

**Summary:** State courts across the country mostly shut down in mid-March due to the COVID-19 pandemic. While some courts transitioned quickly to a remote working environment, physical courthouses were generally closed for in-person proceedings, including jury and bench trials. As a result, state courts face a large backlog of civil and family cases waiting for judges and court staff as they resume slightly more normal court operations. Complicating the task of tackling backlogs is the specter of a surge of civil and family cases in the coming months due to the economic impact of stay-at-home orders in most states. For judges and court staff, “working harder” will not be enough to fully address either the existing backlog or increased civil and family caseloads, especially given expected cuts to judicial system budgets and as court resources are shifted internally to address similar backlogs on criminal dockets. At the same time, and perhaps now more than ever before, courts have an obligation to use resources wisely and work efficiently, and to do so in a way that does not compromise access to justice or jeopardize critical and well-established principles of procedural fairness. During this webinar, respected state court leaders discuss essential steps to make civil and family case processing more effective, efficient, and fair to litigants.

**Presenters:** Alicia Davis (moderator), Paula Hannaford-Agor (moderator), Judge Jennifer Bailey (speaker), Judge Gregory Sakall (speaker).

**Presenter Bios:**

- **Alicia Davis, J.D.** is a Principal Court Management Consultant for the National Center for State Courts, with particular emphasis on data-informed strategies for continuous quality improvement. Ms. Davis has experience in all aspects of justice sector planning and performance improvement, including work with judicial and corrections institutions, public defender and social welfare services, with a focus on access to justice for traditionally marginalized groups, including women, juveniles, and indigenous communities. An expert in high-performance court frameworks, Ms. Davis has conducted operational assessments, facilitated participatory evaluations, and designed standard operating procedures for numerous judicial sector institutions and facilitated a number of strategic planning efforts that have resulted in measureable improvements in court functioning. Experienced in adult learning techniques, Alicia has provided training across the country to judges, attorneys, and other professionals, from organizational development to implementing best practices specific to child, family and probate law. Alicia represented children and parents in truancy, delinquency and child welfare proceedings for several years before entering court administration.
- **Paula Hannaford-Agor** is a Principal Court Management Consultant with the National Center for State Courts, and is the Director of the Center for Juries Studies. She regularly conducts research and provides technical assistance and education to courts and court personnel on the topics of jury system management and trial procedure, civil litigation, and complex and mass tort litigation. Currently, she is providing jury management information related to the pandemic crisis along with the CCJ-COSCA Rapid Response Team.



- **Judge Jennifer Bailey** is an Administrative Judge for the 11th Judicial Circuit of Florida, Circuit Civil Division. She has been a circuit court judge in Miami-Dade, Florida, for twenty-five years. She is the Administrative Judge for the 25-judge Circuit Civil Division and handles a docket of Complex Business Litigation cases. She currently serves on the Board of Directors of the National Center for State Courts and on the Florida Supreme Court Commission on Trial Court Performance and Accountability. In 2018, she earned her L.L.M. in Judicial Studies from Duke University's School of Law.
- **Judge Gregory Sakall** is a judge on the Pima County Superior Court in Arizona. He was appointed by Governor Doug Ducey on March 7th, 2017. Before entering private practice as an attorney, Sakall clerked for Judges William Browning and Cindy Jorgenson of the U.S. District Court in Tucson for three years. An adjunct professor at the UA law school, he has served as a judge pro tempore for the Pima County Superior Court and chair of the Rules Committee of the Pima County Bar Association. Sakall graduated summa cum laude from Hillsdale College in 1995 with a Bachelor of Arts in History and Spanish, Ducey's office said. Sakall was salutatorian of his graduating class. He graduated summa cum laude and Order of the Coif, and was co-valedictorian of his law school class.

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**Expanding Court Operations II:**  
**Outside the Box Strategies**

**Conducted:** May 19<sup>th</sup>, 2020.

**Summary:** As states around the country begin to consider relaxing restrictions put in place because of the pandemic, courts must begin to develop plans for gradually expanding operations again, as conditions permit. This webinar will focus on a variety of strategies employed by courts, in some cases before the pandemic arrived, that might be applicable to your immediate business needs.

**Presenters:** Nora Sydow (presenter), Hon. Jennifer Bailey (panelist), Hon. Scott Bernstein (panelist), Debra Hale (panelist), Chief Justice Bridget Mary McCormack (moderator), Hon. Brendan McCullagh (panelist), Hon. Brian Stern (panelist), Doug Van Epps (panelist).

**Presenter Bios:**

- **Nora Sydow** is a Principal Court Management Consultant with the National Center for State Courts. She works on a variety of projects improving court organization, process, and operations, with special attention to those involving children and families. She is currently serving as one of NCSC's primary response consultants for the pandemic crisis along with the CCJ-COSCA Rapid Response Team.
- **Judge Jennifer Bailey** is an Administrative Judge for the 11th Judicial Circuit of Florida, Circuit Civil Division. She has been a circuit court judge in Miami-Dade, Florida, for twenty-five years. She is the Administrative Judge for the 25-judge Circuit Civil Division and handles a docket of Complex Business Litigation cases. She currently serves on the Board of Directors of the National Center for State Courts and on the Florida Supreme Court Commission on Trial Court Performance and Accountability. In 2018, she earned her L.L.M. in Judicial Studies from Duke University's School of Law.
- **Judge Scott Bernstein** is an Administrative Judge in the 11th Judicial Circuit of Florida, Circuit Family Division.
- **Debra Hale** is the Criminal Court Administrator for Travis County, Texas.
- **Chief Justice Bridget Mary McCormack** serves in the Supreme Court of Michigan, having served the Supreme Court since January 2013, becoming Chief Justice in January 2019. Before her election to the Court in November 2012, she was a law professor and dean at the University of Michigan Law School. Since joining the Court, Chief Justice McCormack continues to teach at the Law School.
- **Judge Brendan McCullagh** serves in the West Valley City Justice Court, Salt Lake County, Utah. He graduated from the University of Utah, College of Law, and was appointed in 2002.
- **Judge Brian Stern** is an Associate Justice for the Rhode Island Superior Court. He was chief of staff for Governor Carcieri from 2007-2009, prior to which he served as his executive counsel. Stern also worked as executive director of the Department of

Administration and chief securities examiner and deputy chief of legal services for the state Department of Business Regulation.

- **Doug Van Epps**, is the Director of the Office of Dispute Resolution for the Michigan Supreme Court. In this capacity, he oversees the development, implementation, and evaluation of Alternative Dispute Resolution (ADR) efforts in Michigan's trial courts, and administers Michigan's Community Dispute Resolution Program.

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**Fair and Efficient Handling of Consumer Debt Actions:**  
**Key Steps and Tools to Implement Now**

**Conducted:** November 5<sup>th</sup>, 2020.

**Summary:** Consumer debt hit a high of \$14.3 trillion just as the pandemic hit, leaving millions of newly unemployed workers without a regular paycheck to pay existing debts and putting them in the position of having to rely on credit cards to pay essential household expenses. These challenges to American finances are likely to extend many years beyond the pandemic crisis, leaving some to speculate that the “coronavirus pandemic is set to metastasize into a debt collection pandemic.” This webinar highlighted key steps and tools that state courts can implement now – without statutory or rule changes – to ensure that consumer debt actions are managed fairly and efficiently.

**Presenters:** Hon. Graciela L. Freixes (presenter), Paula Hannaford-Agor (introduction), Justice Deno Himonas (presenter), Brittany Kauffman (moderator), Stacey Marz (presenter).

**Presenter Bios:**

- **Hon. Graciela L. Freixes** is a judge for the Superior Court of Los Angeles County in California. She was appointed by Governor Arnold Schwarzenegger in May 2007.
- **Justice Constandinos “Deno” Himonas** was appointed to the Utah Supreme Court in February 2015 by Governor Gary Herbert. Prior to his appointment, he served as a trial court judge for over 10 years. Justice Himonas has served as the chairperson of the Litigation Section of the Utah State Bar, co-chairperson of the Third District Court's Pro Bono Committee, and member of the Judicial Conduct Commission. He currently serves on the Utah Judicial Council, as the Chair of the Supreme Court's task force for Licensed Paralegal Practitioners, the Chair of the Judicial Council's task force on Online Dispute Resolution, the Co-chair of the Supreme Court's regulatory reform task force, as well as on a number of national committees. Justice Himonas has taught as an adjunct professor at the University of Utah S.J. Quinney College of Law and has been honored by the College of Law as an Honorary Alumnus of the Year. He is a recipient of the Judicial Excellence award from the Utah State Bar and is a Life Fellow of the American Bar Association.
- **Brittany Kauffman** is a Senior Director, overseeing IAALS’ programmatic objectives and strategy with expertise in civil justice reform at the state and federal levels. Kauffman has worked with state and federal courts, rules committees, civil justice task forces, and bar organizations around the country, serving as a facilitator, expert liaison, and consultant on civil justice reform efforts. She provides legal and empirical research and analysis to assist in the development of recommendations, as well as support for implementation—all toward the goal of making our civil justice system accessible, efficient, and relevant to the people whom it serves. Examples include Kauffman’s work with the Conference of Chief Justice’s Civil Justice Improvements Committee, which developed a set of 13 recommendations for transforming civil justice in our state courts, and the American College of Trial Lawyer’s Task Force on Discovery and Civil Justice.

- **Paula Hannaford-Agor** is a Principal Court Management Consultant with the National Center for State Courts, and is the Director of the Center for Juries Studies. She regularly conducts research and provides technical assistance and education to courts and court personnel on the topics of jury system management and trial procedure, civil litigation, and complex and mass tort litigation. Currently, she is providing jury management information related to the pandemic crisis along with the CCJ-COSCA Rapid Response Team.
- **Stacey Marz** is the Administrative Director of the Alaska State Court System. She supervises the administrative operations of the Alaska judicial system. She has worked for the court system for sixteen years, dedicating her efforts to improve court operations to be more streamlined and to provide positive customer experiences.

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**Finance Webinar:**  
**Reopening Strategies and Costs**

**Conducted:** June 3<sup>rd</sup>, 2020.

**Summary:** This presentation allowed court financial officers to discuss the costs and risks involved in reopening the courts during the phased pandemic timeframe. Presenters discussed strategies and hazard considerations, along with anticipated costs, resources, HR staffing, and budgeting.

**Presenters:** Laura Klaversma (presenter), Stephanie Bunten (presenter), Aaron Hood (panelist), Dan Ostdiek (panelist), Marty Sullivan (panelist).

**Presenter Bios:**

- **Laura Klaversma**, Court Services Director for the National Center for State Courts, has over 23 years of experience managing organizations, both in the United States and the Middle East. She has expertise in all aspects of management including: organizational structure, collaborative partnerships, governance, grant development and financial management, customer service, policy development and implementation, program and systems development and evaluation, technology utilization, and human resources. She is responsible for the service delivery for all Court Consulting Services Division projects including proposal preparation, team selection and organization, project management standards, quality assurance, and contract compliance.
- **Stephanie Bunten** is the Chief Financial Officer of the Kansas Judicial Branch.
- **Aaron Hood** is the Chief Financial Officer of the Office of Judicial Administration for the Indiana Supreme Court. Under Mr. Hood's oversight the Fiscal Office is responsible for managing the budget, processing all financial transactions and invoices, working with outside vendors, financial reporting, asset management, and other finance-related projects.
- **Dan Ostdiek** is the Finance Director for the Minnesota Judicial Branch. Under Mr. Ostdiek's oversight the Finance Division works to ensure the integrity of Minnesota Judicial Branch financial resources, improve the availability of financial information, and provide financial services that support Court operations. The Finance Division ensures Judicial Branch accountability of funds through sound financial policy development, analysis and reporting and liaison with external financial partners such as the Minnesota Department of Finance. Specific activities include providing financial training and guidance to Judicial Branch leadership and staff, managing fixed assets, banking, collections, accounting and procurement. The Finance Division also processes payroll, contracts, reimbursements, budget requests, receipts and grants.
- **Marty Sullivan** is the Director of the Arkansas Administrative Office of the Courts. Mr. Sullivan has worked in the Administrative Office since 2003, and as education director since 2007. He is a political science graduate of UA-Little Rock and holds Master's degrees from UA-Little Rock and Michigan State, the latter in judicial administration.

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**Handling High Volume Dockets:**  
**Spotlight on Eviction Diversion Programs**

**Conducted:** June 16<sup>th</sup>, 2020.

**Summary:** Given the anticipated numbers of eviction filings across the country as various local and state eviction moratoriums are lifted, the need to think creatively about how to handle high volume dockets like evictions is more important than ever. This webinar will focus on two creative eviction diversion programs planned for the State of Michigan and the City of Philadelphia. In sharing their ideas and experiences, panelists will speak to the role state and local courts can play in developing diversion programs and modifying court rules and procedures in response to these eviction dockets, as well as highlighting the potential for partnership with executive branch leaders, community and human services partners, mediation centers and the private bar to address this growing and urgent need. In addition, panelists will offer ideas as to how courts could partner with executive branch offices to use Coronavirus Relief Fund resources (“CARES Act”) to assist with eviction diversion efforts. Panelists will also share new national guidance on how courts should approach the management of their traditionally high volume dockets, including, but not limited to, eviction cases.

**Presenters:** Danielle Hirsch (presenter), Hon. Thomas Boyd (Ret.) (presenter), Hon. Annette Rizzo (Ret.) (presenter).

**Presenter Bios:**

- **Danielle Hirsch** is a Principal Court Management Consultant with the National Center for State Courts. She provides advanced management consulting work to courts and their partners at the state and local level, primarily focused on access to justice issues in the courts. She is currently providing public access and fairness information related to the pandemic crisis along with the CCJ-COSCA Rapid Response Team.
- **Hon. Thomas Boyd (Ret.)** leads the 55th District Court Mental Health Court (MHC) team in Michigan. The MHC is an incentive-based motivational program founded on Recovery Oriented Systems of Care (ROSC) principles designed to engage participants in treatment with the goals of improving their lives and reducing recidivism. Judge Boyd actively works to improve the law, the legal system and the administration of justice. He was selected to participate in the Michigan Supreme Court’s Pilot Project on Jury Reform in 2008. This project was recognized in 2012 by the National Center on State Courts with the G. Thomas Munsterman Award for Jury Innovation. Judge Boyd was appointed by the Governor to the Indigent Defense Advisory Commission, 2011 and to the legislatively created Michigan Indigent Defense Commission in 2014 and, again, in 2018. As an appointee, Judge Boyd represents the Michigan District Judges Association (MDJA). He was also appointed by the Governor to serve as Chair of the legislatively created Michigan Trial Court Funding Commission. Most recently, he has been designated by Michigan Supreme Court Chief Justice Bridget McCormack as a member of the Michigan Joint Task Force on Jail and Pretrial Incarceration in 2019. Judge Boyd is active in the MDJA where he is a past President.

- **Hon. Annette Rizzo (Ret.)** served as a judge for 16 years in the First Judicial District, Commonwealth of Pennsylvania. She most recently served in the Trial Division, Civil Program for 11 years assigned to Motions Court rotation and the Complex Litigation Program with the majority of her time spent in the Civil Major Jury Trial Program where she oversaw a vast array of complex civil disputes. Prior to her tenure on the bench, Judge Rizzo acquired a wide range of experience tied to the corporate, public, and private sectors including her work as litigator for a prominent Mid-Atlantic firm that is the oldest continuous law firm in the United States, as Senior Counsel at one of the largest global providers of insurance, and serving as an Assistant City Solicitor for the City of Philadelphia.



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**How State Courts Are Using Innovative Technologies  
and Responsible Health and Safety Practices to Resume Jury Trials**

**Conducted:** May 22<sup>nd</sup>, 2020.

**Summary:** This video presentation focused on strategies from the field, allowing judges and administrators in various court systems to share their techniques for safe and secure jury trials during the pandemic. Court operation resumption topics were discussed, including staff health, scheduling, criteria for in-person hearings, details on vulnerable populations, social distancing and hygiene support recommendations, screening processes, and consideration of facility cleaning and face covering policies.

**Presenters:** Nora Sydow (moderator), Judge David Byrn (strategies from the field), Judge Pamela Gates (strategies from the field), Paula Hannaford-Agor (strategies from the field), Linda Hukari (strategies from the field), Judge Emily Miskel (strategies from the field), David Slayton (welcome message), Justice Sam Thumma (strategies from the field), Pamela Wood (strategies from the field).

**Presenter Bios:**

- **Nora Sydow** is a Principal Court Management Consultant with the National Center for State Courts. She works on a variety of projects improving court organization, process, and operations, with special attention to those involving children and families. She is currently serving as one of NCSC's primary response consultants for the pandemic crisis along with the CCJ-COSCA Rapid Response Team.
- **Judge David Byrn** was appointed by Governor Matt Blunt in September 2008 as Judge of Division 3 of the Jackson County Circuit Court of Missouri. Prior to his appointment to the bench, Judge Byrn practiced law for 27 years with the law firm of Jeter Rains & Byrn, LC.
- **Judge Pamela Gates** was appointed by Governor Jan Brewer in September 2009 to serve on the Maricopa County Superior Court in Arizona. Judge Gates currently serves as the Civil Presiding Judge. Prior to her rotation to the Civil Department in June 2018, Judge Gates served as the Associate Presiding Judge of the Criminal Department. She also served as the Downtown Associate Presiding Family Court Judge before her rotation to the criminal bench.
- **Paula Hannaford-Agor** is a Principal Court Management Consultant with the National Center for State Courts, and is the Director of the Center for Juries Studies. She regularly conducts research and provides technical assistance and education to courts and court personnel on the topics of jury system management and trial procedure, civil litigation, and complex and mass tort litigation. Currently, she is providing jury management information related to the pandemic crisis along with the CCJ-COSCA Rapid Response Team.
- **Linda Hukari** is the Trial Court Administrator for Court Administration in Marion County, Oregon.

- **Hon. Emily Miskel** is a judge serving in Collin County, Texas. She has served as judge of the 470th District Court of Collin County, Texas, since the court was created in 2015. In her time on the bench, she has presided over more than 8,000 cases.
- **David Slayton** is the Administrative Director of the Texas Office of Court Administration, charged with implementing Texas Government Code Chapter 72 and directing the operations of the Office of Court Administration. In addition to these duties, as Administrative Director he serves as the executive director of the Texas Judicial Council, statutorily created to continuously study the organization, rules, procedures and practice, work accomplished, results and uniformity of the discretionary powers of the state courts and methods for their improvement. He is a Past President of the National Association for Court Management and was formerly the Secretary on the Board of Directors for the Texas Association for Drug Court Professionals.
- **Justice Sam Thumma** is the vice chief judge of the Arizona Court of Appeals, Division One. He was appointed to the court by Republican Governor Jan Brewer to succeed Patrick Irvine in April 2012.
- **Pamela Wood** is the Jury Commissioner for the Commonwealth of Massachusetts. She oversees the department of the Supreme Judicial Court that provides diverse and representative jury pools to all of the jury courts of the Commonwealth, and works to enhance the operation of the jury system through the use of technology, juror education opportunities, and superior customer service.

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**Jury Service and Accessing Court Services Remotely**  
**in a (Post-) Pandemic America**

**Conducted:** June 18<sup>th</sup>, 2020.

**Summary:** This webinar provided a review of results and analysis of a new national opinion poll completed for the National Center for State Courts. Presenters outlined key findings on how Americans feel about the state courts during the time of a global pandemic. The session reviewed shifting attitudes towards the use of remote technology to receive court services; addressed findings about how many Americans say they have access to the tools to use those remote services; provided data on how safe people feel about reporting for jury service; and reviewed how effective Americans think masks, social distancing and other protective measures will be in making sure a trip to the courthouse is a safe experience.

**Presenters:** Karl Agne (overview), Nicole Zoe Garcia (presenter), Jesse Rutledge (overview), David Slayton (presenter), Nora Sydow (logistics).

**Presenter Bios:**

- **Karl Agne**, a founding partner at GBAO, has a quarter century of experience providing strategic planning, communications, and research services to a wide range of clients. He's helped elect hundreds of progressive leaders, from U.S. Senators and Governors to state legislators and municipal officials, and supported advocacy groups and local activists around the country fighting to increase wages, improve our schools, reform the criminal justice system, and protect our air and water. Agne studied government and psychology at the College of William and Mary and earned a Master of Arts in campaign management from the Graduate School of Political Management at George Washington University.
- **Nicole Zoe Garcia** is the Director of Jury Services for the Superior Court of Arizona in Maricopa County.
- **Jesse Rutledge** has served as vice president for External Affairs since 2008. He oversees four departments at NCSC: Association and Conference Services; Communications; Knowledge and Information Services; and Private Development. Rutledge serves as project director on NCSC's State of the State Courts public opinion work; hosts NCSC's podcast, Court Talk; and serves as staff to two committees of the Conference of Chief Justices: Judicial Politics and Compensation and Public Engagement, Trust and Confidence. He plays a leadership role in shaping NCSC's signature conferences such as eCourts and CTC, and collaborates with many of NCSC's association partners to advance shared goals. Rutledge's commentary has appeared in a wide variety of state, national and international media, including the ABA Journal, NPR and BBC Radio. His original research was cited in Justice Ruth Bader Ginsburg's 2015 concurring opinion in *Williams-Yulee v. The Florida Bar*. Before joining NCSC, Rutledge served as the Deputy Director of the Justice at Stake Campaign in Washington, D.C. He holds a B.A. and M.A. in political science.

- **David Slayton** is the Administrative Director of the Texas Office of Court Administration, charged with implementing Texas Government Code Chapter 72 and directing the operations of the Office of Court Administration. In addition to these duties, as Administrative Director he serves as the executive director of the Texas Judicial Council, statutorily created to continuously study the organization, rules, procedures and practice, work accomplished, results and uniformity of the discretionary powers of the state courts and methods for their improvement. He is a Past President of the National Association for Court Management and was formerly the Secretary on the Board of Directors for the Texas Association for Drug Court Professionals.
- **Nora Sydow** is a Principal Court Management Consultant with the National Center for State Courts. She works on a variety of projects improving court organization, process, and operations, with special attention to those involving children and families. She is currently serving as one of NCSC's primary response consultants for the pandemic crisis along with the CCJ-COSCA Rapid Response Team.

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**Jury Trial Innovations During COVID-19**

**Conducted:** October 28<sup>th</sup>, 2020.

**Summary:** Court leaders from across the country describe innovations and shared lessons learned about steps they have implemented to resume jury trials safely during the pandemic.

**Presenters:** Chief Judge Robert Greenberg (presenter), Paula Hannaford-Agor (introduction), Pete Hernandez (presenter), Chief Judge Mark Mahon (presenter), Kyle Rimel (presenter)

**Presenter Bios:**

- **Chief Judge Robert Greenberg** is a Circuit Administrative Judge for the 6th Judicial Circuit (Frederick & Montgomery counties) of Maryland. He has been the County Administrative Judge, Montgomery County Circuit Court, since August 1st, 2017 (Associate Judge, 2006 to 2017). He has also served as Vice-Chair, Commission on Judicial Disabilities, 2011-15 (member, 2006-15); and Chair, Judicial Inquiry Board, Commission on Judicial Disabilities, 2016-. He is a member of the Criminal Justice Coordinating Commission, Montgomery County, 2017-, as well as the Equal Justice Committee, 2020- (chair, operations subcommittee, 2020-) and Judicial Council.
- **Paula Hannaford-Agor** is a Principal Court Management Consultant with the National Center for State Courts, and is the Director of the Center for Juries Studies. She regularly conducts research and provides technical assistance and education to courts and court personnel on the topics of jury system management and trial procedure, civil litigation, and complex and mass tort litigation. Currently, she is providing jury management information related to the pandemic crisis along with the CCJ-COSCA Rapid Response Team.
- **Pete Hernandez** is the Manager of the Office of the Jury Commissioner in the Orange County, California Superior Court.
- **Chief Judge Mark Mahon** is the chief judge for the Fourth Circuit Court in Florida (Jacksonville, Duval County). He was appointed to the court by Governor Charlie Crist on June 29, 2007.
- **Kyle Rimel** is the IT Director for the Superior Court of Arizona in Mohave County.

(5)

**Lights, Camera, Motion! Act I**

**Conducted:** April 7<sup>th</sup>, 2020.

**Summary:** In this first webinar in a series, presenters offered strategic advice on running remote hearings for court procedures the pandemic timeframe. Topics included virtual hearing platform capability, a checklist for needed equipment and procedures, and an overview of strategic issues for courts to consider when starting virtual hearings.

**Presenters:** Nora Sydow (moderator), Justin Barry (highlights from the field), Hon. Glenn A. Grant (highlights from the field), Hon. Jeffrey R. Jablonski (highlights from the field), Chief Justice Bridget Mary McCormack (presenter), Hon. Emily Miskel (highlights from the field), David Slayton (presenter).

**Presenter Bios:**

- **Nora Sydow** is a Principal Court Management Consultant with the National Center for State Courts. She works on a variety of projects improving court organization, process, and operations, with special attention to those involving children and families. She is currently serving as one of NCSC's primary response consultants for the pandemic crisis along with the CCJ-COSCA Rapid Response Team.
- **Justin Barry** is the Chief Clerk of the NYC Criminal Court. He has served the New York City Criminal Court with distinction for the past 18 years, assuming the position of Chief Clerk in 2010, and is the 2019 recipient of the National Center for State Courts' prestigious Warren E. Burger Award for Excellence in Court Administration.
- **Hon. Glenn A. Grant, J.A.D.** is the Acting Administrative Director of the New Jersey Courts. He had served as the Presiding Judge of the Family Division in Essex Vicinage from 2003 until the time of his appointment as Director by Chief Justice Stuart Rabner effective September 1<sup>st</sup>, 2008.
- **Hon. Jeffrey R. Jablonski** is the General Equity Presiding Judge of Jersey City, New Jersey (Vicinage 6 Superior Court). He was appointed by Governor Chris Christie in March 2013. Prior to his judicial appointment, Jablonski was a partner at Gillespie, Gillespie & Jablonski. He also served on the faculty at Fairleigh Dickinson University.
- **Chief Justice Bridget Mary McCormack** serves in the Supreme Court of Michigan, having served the Supreme Court since January 2013, becoming Chief Justice in January 2019. Before her election to the Court in November 2012, she was a law professor and dean at the University of Michigan Law School. Since joining the Court, Chief Justice McCormack continues to teach at the Law School.
- **Hon. Emily Miskel** is a judge serving in Collin County, Texas. She has served as judge of the 470th District Court of Collin County, Texas, since the court was created in 2015. In her time on the bench, she has presided over more than 8,000 cases.
- **David Slayton** is the Administrative Director of the Texas Office of Court Administration, charged with implementing Texas Government Code Chapter 72 and directing the

operations of the Office of Court Administration. In addition to these duties, as Administrative Director he serves as the executive director of the Texas Judicial Council, statutorily created to continuously study the organization, rules, procedures and practice, work accomplished, results and uniformity of the discretionary powers of the state courts and methods for their improvement. He is a Past President of the National Association for Court Management and was formerly the Secretary on the Board of Directors for the Texas Association for Drug Court Professionals.

(6)

**Lights, Camera, Motion! Act II**

**Conducted:** April 15<sup>th</sup>, 2020.

**Summary:** In the second of a series of webinars exploring how state courts can continue to maintain access to justice through remote hearings, speakers dove further into some of the operational details. Topics included software security, procedures for introducing evidence, and considerations for language access and self-represented litigants. This webinar was free and open to the entire court community.

**Presenters:** Nora Sydow (moderator), Heidi Anderson (highlights from the field), Serpil Ergun (highlights from the field), Hon. Roy Ferguson (highlights from the field), Stacey Marz (highlights from the field), David Slayton (presenter).

**Presenter Bios:**

- **Nora Sydow** is a Principal Court Management Consultant with the National Center for State Courts. She works on a variety of projects improving court organization, process, and operations, with special attention to those involving children and families. She is currently serving as one of NCSC's primary response consultants for the pandemic crisis along with the CCJ-COSCA Rapid Response Team.
- **Heidi Anderson** is the Chief Information Officer for the Utah State Courts. She has broad experience in technology leadership across Fortune 100 companies (American Express and GE). She has led several global technology teams in IT development, innovation, and optimization.
- **Serpil Ergun** is the Administrator for Judicial Operations and Chief Magistrate of the Cuyahoga County Domestic Relations Court. She has over thirty years of experience as a judicial officer, deciding pre- and post-decree parenting, support, interstate parentage, and property division matters. Magistrate Ergun's objectives for the court are to enhance access to justice and transparency, and to increase efficiency and promote public trust and confidence through technology and case management practices that improve customer experience.
- **Hon. Roy Ferguson** is a judge presiding over the 394<sup>th</sup> Judicial District Court of Texas, representing Brewster, Culberson, Jeff Davis, Hudspeth, and Presidio Counties.
- **Stacey Marz** is the Administrative Director of the Alaska State Court System. She supervises the administrative operations of the Alaska judicial system. She has worked for the court system for sixteen years, dedicating her efforts to improve court operations to be more streamlined and to provide positive customer experiences.
- **David Slayton** is the Administrative Director of the Texas Office of Court Administration, charged with implementing Texas Government Code Chapter 72 and directing the operations of the Office of Court Administration. In addition to these duties, as Administrative Director he serves as the executive director of the Texas Judicial Council, statutorily created to continuously study the organization, rules, procedures and practice, work accomplished, results and uniformity of the discretionary powers of the state courts



and methods for their improvement. He is a Past President of the National Association for Court Management and was formerly the Secretary on the Board of Directors for the Texas Association for Drug Court Professionals.

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**Lights, Camera, Motion! Act III**

**Conducted:** April 20<sup>th</sup>, 2020.

**Summary:** State Supreme Courts and Intermediate Appellate Courts face unique challenges when conducting remote video oral arguments. This panel discussed court representative experiences, including how well their remote video arguments worked, preparation issues, and highlights of technical challenges that were faced and overcome.

**Presenters:** John Doerner (presenter), Chief Justice Mark Green (experiences and insights), Blake Hawthorne (experiences and insights), Chief Justice Nathan Hecht (introduction), Gregory Hilton (experiences and insights), Deborah Taylor Tate (experiences and insights).

**Presenter Bios:**

- **John Doerner**, NCSC Principal Court Management Consultant, has expertise in financial and managerial positions, including 25 years with the Colorado Judicial Branch. He has developed in-depth knowledge of both the financial and operational components of the judicial system, including the trial and appellate courts, probation departments, and related agencies. Mr. Doerner possesses a unique combination of educational qualifications and professional certifications, effective communication skills, and the ability to analyze court organizations.
- **Chief Justice Mark Green** serves as Chief Justice of the Massachusetts Appeals Court, where he served as an Associate Justice since 2001. He has chaired the Appellate Courts IT Committee since 2012 and worked to improve efficiency and reduce delays in the preparation of trial transcripts as chair of the SJC Study Committee on Trial Transcripts.
- **Blake Hawthorne** is the Clerk of the Court for the Supreme Court of Texas. The Clerk's Office is responsible for docketing all cases filed with the Supreme Court of Texas, ensuring that the rules governing filings and the filing requirements are followed, collecting fees, issuing orders and opinions, and helping licensed attorneys with name changes and certificates of good standing. The Clerk's office also maintains the Court's administrative orders and posts all case filings on the Electronic Briefs page.
- **Chief Justice Nathan Hecht** is the Chief Justice of the Supreme Court of Texas, and is the President of the Conference of Chief Justices (CCJ). He has been elected to the Court six times, first in 1988 as a Justice, and most recently in 2014 as Chief Justice. He is the longest-serving Member of the Court in Texas history and the longest-tenured Texas judge in active service. Throughout his service on the Court, he has overseen revisions to the rules of administration, practice, and procedure in Texas courts, and was appointed by the Chief Justice of the United States to the federal Advisory Committee on Civil Rules. He is also active in the Court's efforts to assure that Texans living below the poverty level, as well as others with limited means, have access to basic civil legal services.
- **Gregory Hilton** is the Clerk of the Court for the Maryland Court of Special Appeals. As head of the Clerk's Office for the state's second highest court, Hilton manages staff, operations and business processes, oversees the court docket, and leading the

implementation of MDEC (Maryland Electronic Courts) in the Court of Special Appeals. He also advises the Court of Special Appeals' Chief Judge Peter B. Krauser and the Court on the implementation of policy.

- **Deborah Taylor Tate** is the Administrator Director of the Tennessee Courts. Director Tate is also the co-chair of the National Judicial Opioid Task Force and served on the Legal Services Corporation's Opioid Task Force. Other notable career achievements include Director Tate's time as legal counsel and senior policy advisor to two former Tennessee governors, Don Sundquist and Senator Lamar Alexander, and her past experience as both chairman and director of the Tennessee Regulatory Authority.

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**Making Cybersecurity Real and Relevant**

**Conducted:** October 22<sup>nd</sup>, 2020.

**Summary:** Cybersecurity remains a growing concern to state court systems. In this webinar, attendees heard directly from two state court administrators about recent cyberattacks on their systems. They addressed what they have learned about preparation (how ready were they and what would they have done differently?) and recovery (how long did it take and who was involved?). This webinar also focused on election-related cybersecurity for courts.

**Presenters:** Paul Embley (introduction and presentation), David Slayton (presenter), Corey Steel (presenter).

**Presenter Bios:**

- **Paul Embley** is the CIO and Technology Division Director at the National Center for State Courts. He began his career in Silicon Valley working for the “who’s who” of high tech (along with several of the “who’s no longer”). After 25 years in the for-profit sector, Paul shifted to the public sector work on integrated justice. He has gleaned broad product lifecycle expertise from diverse and challenging projects in US states and territories, Australia, many EU nations, and several emerging democracies including Haiti and Nigeria. He has lead justice-related IT assessments and technology initiatives ranging from child welfare and terrorist watchlist to online dispute resolution. He continues to follow potential disrupters such as blockchain and machine learning/data science looking for ways those disrupters might be used advantageously in courts and with justice partners. He is currently involved in international, national, and localized technology initiatives for criminal and civil justice with a special emphasis on ODR.
- **David Slayton** is the Administrative Director of the Texas Office of Court Administration, charged with implementing Texas Government Code Chapter 72 and directing the operations of the Office of Court Administration. In addition to these duties, as Administrative Director he serves as the executive director of the Texas Judicial Council, statutorily created to continuously study the organization, rules, procedures and practice, work accomplished, results and uniformity of the discretionary powers of the state courts and methods for their improvement. He is a Past President of the National Association for Court Management and was formerly the Secretary on the Board of Directors for the Texas Association for Drug Court Professionals.
- **Corey Steel** is the State Court Administrator of Nebraska, overseeing the administrative operations of the statewide court system. The State Court Administrator works to plan for statewide Judicial Branch needs, develops and promotes statewide administrative practices and procedures, oversees the operation of trial court programs and strategic initiatives, and serves as a liaison with other branches of government.

(2)

**Managing Juries and Jury Trials During the COVID-19 Pandemic**

**Conducted:** March 26<sup>th</sup>, 2020.

**Summary:** This webinar presented anticipated needs, risks, and necessary policy changes to allow for jury trials during the pandemic crisis. Topics covered included anticipated lower jury yields, more generous deferral and FTA policies, disinfecting and safety processes, effective and sympathetic public messaging, and social distancing in the courtroom.

**Presenter:** Paula Hannaford-Agor (presenter).

**Presenter Bio:**

- **Paula Hannaford-Agor** is a Principal Court Management Consultant with the National Center for State Courts, and is the Director of the Center for Juries Studies. She regularly conducts research and provides technical assistance and education to courts and court personnel on the topics of jury system management and trial procedure, civil litigation, and complex and mass tort litigation. Currently, she is providing jury management information related to the pandemic crisis along with the CCJ-COSCA Rapid Response Team.

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**ODR and Community-Based Payment**

**Conducted:** September 24<sup>th</sup>, 2020.

**Summary:** Doug Van Epps (Director of Office of Dispute Resolution, Michigan Supreme Court) and M.J. Cartwright (Matterhorn) provided and updated on the use of ODR in Michigan, and David Byers (Administrative Director of the Arizona Courts) discussed Arizona's Offsite Cash Payment Project.

**Presenters:** David Byers (speaker), M. J. Cartwright (speaker), Hon. Glenn Grant (moderator), Brittany Pelly (speaker), Marcus Reinkensmeyer (speaker), Doug Van Epps (speaker), Sandra Wright (speaker).

**Presenter Bios:**

- **David Byers** is the Administrative Director of the Arizona Courts. He was appointed Administrative Director of the Courts in 1992. Mr. Byers has been with the Supreme Court since 1978 holding a variety of positions including Director of the State Foster Care Review Board System, Director of the Program Services Division, Director of Adult and Juvenile Probation, and Deputy Director of the Supreme Court. As Director, he assists in the oversight and administration of a court system that employs 10,000 people; operates in more than 200 locations, processes more than 2.6 million cases per year; supervises 42,000 adult felons on probation; and has a combined budget from all courts in excess of \$550 million dollars. Mr. Byers has served as the President of the National Association of Foster Care Reviewers, as Founder of the Arizona Friends of Foster Care Foundation, and as the Chairman of the Board of the State's Social Services Indemnity Pool. He has also served as president of the Conference of State Court Administrators (COSCA) and as Vice President of the National Center for State Courts. A member of numerous state committees, Mr. Byers serves on the Department of Justice – Global Advisory Commission, Arizona Criminal Justice Commission, the Board of Directors of the Arizona Prosecuting Attorney's Advisory Council, and the Board of Governors of the State Bar of Arizona. He received his B.A. degree in Iowa and his M.A. degree from Arizona State University.
- **M. J. Cartwright** is the CEO of Court Innovations. She has led the strategy and built the team to take the Matterhorn online dispute resolution (ODR) platform from an academic idea in 2014 to a platform in use by over 55 locations in 10 US states in 2019. Cartwright has applied her engineering and business education, her leadership and relationship-building skills in manufacturing, healthcare, and now dispute resolution. Cartwright participates in several court industry task forces and initiatives, including the IJIS Courts Advisory Committee. She speaks at conferences and workshops nationally and internationally on ODR initiatives. She has an MBA from Eastern Michigan University and a BSEE from the University of Michigan.
- **Hon. Glenn A. Grant, J.A.D.** is the Acting Administrative Director of the New Jersey Courts. He had served as the Presiding Judge of the Family Division in Essex Vicinage from 2003 until the time of his appointment as Director by Chief Justice Stuart Rabner effective September 1<sup>st</sup>, 2008.

- **Brittany Pelly** works for the Arizona Supreme Court.
- **Marcus W. Reinkensmeyer** is the Director of Court Services for the Administrative Office of the Courts, Supreme Court of Arizona. Previously, he served as the Court Administrator, Chief Deputy Court Administrator and Director of Judicial Information Systems for the Superior Court of Arizona in Maricopa County. In the State of Illinois, Marcus served as Assistant Director of the Administrative Office of the Courts (Court Services Division), Court Administrator (17th Judicial Circuit), Assistant Superintendent of Juvenile Detention and Probation Officer. He is the Past President of the National Association for Court Management and the Arizona Courts Association, former Editor of the Court Manager and a member of the Editorial Board for the International Association for Court Administration.
- **Doug Van Epps**, is the Director of the Office of Dispute Resolution for the Michigan Supreme Court. In this capacity, he oversees the development, implementation, and evaluation of Alternative Dispute Resolution (ADR) efforts in Michigan's trial courts, and administers Michigan's Community Dispute Resolution Program.
- **Sandra Wright** is the Chief District Court Clerk for Boone County, Harrison, Arkansas.

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**Ramping Down and Ramping Up:**  
**Lessons Learned from High Volume**

**Conducted:** April 23<sup>rd</sup>, 2020.

**Summary:** This webinar focused on lessons learned from high-volume trial courts. Speakers addressed issues including how to make decisions on what to close and what to keep open, how to staff, who to send home and when, determining functions that can be handled remotely, how to check for illness, and how to keep workers and court attendees healthy.

**Presenters:** Laura Klaversma (presenter), Craig Bailey (presenter), Zenell Brown (presenter), Amy DePaul (presenter), Carolyn Grimaldi (presenter).

**Presenter Bios:**

- **Laura Klaversma**, Court Services Director for the National Center for State Courts, has over 23 years of experience managing organizations, both in the United States and the Middle East. She has expertise in all aspects of management including: organizational structure, collaborative partnerships, governance, grant development and financial management, customer service, policy development and implementation, program and systems development and evaluation, technology utilization, and human resources. She is responsible for the service delivery for all Court Consulting Services Division projects including proposal preparation, team selection and organization, project management standards, quality assurance, and contract compliance.
- **Craig Bailey** is the Assistant Director of Human Resources for the New Jersey court system.
- **Zenell Brown** is the Court Administrator for the 3<sup>rd</sup> Circuit Court (Wayne County) in Detroit, Michigan.
- **Amy DePaul** is the Court Administrator for Essex Vicinage, Newark, New Jersey. The trial court administrator is the highest ranking staff executive in the vicinage in charge of all court operations, including financial management, human resources, information systems, case coordination, caseflow management, probation services, jury utilization, facilities, equipment, maintenance, records management, and statistical analysis.
- **Carolyn Grimaldi** is the Director of Human Services for the Judiciary of New York.



## (14)

**Reestablishing Jury Pools in the COVID-19 Era**

**Conducted:** June 4<sup>th</sup>, 2020.

**Summary:** The first step in resuming jury trials involves summoning and qualifying a pool of prospective jurors from which to select juries. In addition to suspending jury trials since mid-March, most courts stopped mailing jury summonses. This webinar provided information to help jury operations ramp back up, including recommendations for excusal, deferral, and FTA policies. It will also address concerns about jury pools that may underrepresent racial and ethnic minorities due to their increased risk of severe health consequences from the coronavirus.

**Presenters:** Mary McQueen (presenter), Nora Sydow (logistics), Paula Hannaford-Agor (presenter).

**Presenter Bios:**

- **Mary C. McQueen** has served as president of the National Center for State Courts (NCSC) since August 2004. Previously McQueen served as Washington State court administrator from 1987-2004 and director of Judicial Services for the Washington State Office of the Administrator for the Courts, 1979-1987, president of the Conference of State Court Administrators in 1995-96, and chair of the Lawyer's Committee of the American Bar Association/Judicial Division. She is a member of the Washington and U.S. Supreme Court Bars. She has received the American Judicature Society's Herbert Harley Award and the NCSC Innovation in Jury Management Award. She also received the John Marshall Award in 2014, presented by the American Bar Association Judicial Division in recognition of her lifetime contributions to the improvement of the administration of justice, judicial independence, justice reform and public awareness.
- **Nora Sydow** is a Principal Court Management Consultant with the National Center for State Courts. She works on a variety of projects improving court organization, process, and operations, with special attention to those involving children and families. She is currently serving as one of NCSC's primary response consultants for the pandemic crisis along with the CCJ-COSCA Rapid Response Team.
- **Paula Hannaford-Agor** is a Principal Court Management Consultant with the National Center for State Courts, and is the Director of the Center for Juries Studies. She regularly conducts research and provides technical assistance and education to courts and court personnel on the topics of jury system management and trial procedure, civil litigation, and complex and mass tort litigation. Currently, she is providing jury management information related to the pandemic crisis along with the CCJ-COSCA Rapid Response Team.

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**Resuming Operations: An Update on Public Health Considerations**

**Conducted:** November 12<sup>th</sup>, 2020.

**Summary:** As the nation heads into the fall and winter months and COVID cases continue to rise, it's time for an update on numerous important public health and safety considerations that should be integrated into any in-person court operations. This webinar included presentations from infectious disease specialists and epidemiologists highlighting what we have learned about the spread of the virus, and discussed how courts that have had positive cases in their facility have responded. It also provided the latest available information about how a vaccine may be rolled out, and challenges associated with its timing and availability.

**Presenters:** Dr. Ted Cieslak (presenter), Rachel E. Lookadoo (presenter), Dr. Jennifer A. Shuford (presenter), David Slayton (introduction), Nora Sydow (logistics).

**Presenter Bios:**

- **Dr. Ted Cieslak** serves as Medical Director of the University of Nebraska's (UNMC's) Quarantine Unit, as Medical Co-Director of its Biocontainment Unit, and as Associate Director of its Center for Biosecurity, Biopreparedness, and Emerging Infectious Diseases. He holds the rank of Associate Professor of Epidemiology within the University's College of Public Health.
- **Rachel E. Lookadoo, JD** is the Director of Legal and Public Health Preparedness at the University of Nebraska Medical Center.
- **Dr. Jennifer A. Shuford, MD MPH** is the Infectious Disease Medical Officer at DSHS. She attended University of Texas Southwestern Medical School. She completed her fellowship in Infectious Diseases at the Mayo Clinic and received her Master of Public Health degree from Harvard School of Public Health.
- **David Slayton** is the Administrative Director of the Texas Office of Court Administration, charged with implementing Texas Government Code Chapter 72 and directing the operations of the Office of Court Administration. In addition to these duties, as Administrative Director he serves as the executive director of the Texas Judicial Council, statutorily created to continuously study the organization, rules, procedures and practice, work accomplished, results and uniformity of the discretionary powers of the state courts and methods for their improvement. He is a Past President of the National Association for Court Management and was formerly the Secretary on the Board of Directors for the Texas Association for Drug Court Professionals.
- **Nora Sydow** is a Principal Court Management Consultant with the National Center for State Courts. She works on a variety of projects improving court organization, process, and operations, with special attention to those involving children and families. She is currently serving as one of NCSC's primary response consultants for the pandemic crisis along with the CCJ-COSCA Rapid Response Team.

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**Spotlight on Eviction Diversion Programs, Part 2**

**Conducted:** September 15<sup>th</sup>, 2020.

**Summary:** Panelists discussed the new Centers for Disease Control (CDC) Eviction Moratorium and shared some resources around tenant declaration forms. The main focus of the webinar was on creative eviction diversion programs from the Circuit Court of Cook County, Illinois, and from across Michigan.

**Presenters:** Emily Calabrese (presenter), Lisa Chapman (presenter), Hon. Michelle Friedman Appel (presenter), Bob Glaves (presenter), Daniel Hirsch (moderator), Erik Johnston (presenter), Hon. Bradley Knoll (presenter), Nicole Massey (presenter), Dolores Trese (presenter), Angela Tripp (presenter)

**Presenter Bios:**

- **Emily Calabrese** is the Chief Advocacy Officer for the Lakeshore Legal Aid organization in Michigan.
- **Lisa Chapman** is the Director of Community Programs for the Community Housing Network in the state of Michigan.
- **Hon. Michelle Friedman Appel** is the Chief Judge presiding over the 45<sup>th</sup> District Court of Oak Park, Michigan.
- **Bob Glaves** is the Executive Director of the Chicago Bar Foundation.
- **Danielle Hirsch** is a Principal Court Management Consultant with the National Center for State Courts. She provides advanced management consulting work to courts and their partners at the state and local level, primarily focused on access to justice issues in the courts. She is currently providing public access and fairness information related to the pandemic crisis along with the CCJ-COSCA Rapid Response Team.
- **Erik Johnston** is the Director of the Virginia Department of Housing and Community Development.
- **Hon. Bradley Knoll** is the Chief Judge presiding over the 58<sup>th</sup> District Court in Ottawa County, Michigan.
- **Nicole Massey** is a Staff Attorney for the Land of Lincoln Legal Assistance Foundation.
- **Dolores Trese** is a Managing Attorney for the Legal Aid of Western Michigan organization.
- **Angela Tripp** is the Director of the Michigan Legal Help Program.

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**SRL Help and Online Scheduling**

**Conducted:** September 17<sup>th</sup>, 2020.

**Summary:** This session highlighted experiences in three areas: Online legal help with Angela Tripp (Director, Michigan Legal Help); Mobile-friendly accessible online forms, with David Colarusso (Suffolk University Law School, Online Document Assembly Line Project); and Online scheduling, with Judge Jennifer Bailey (11th Judicial Circuit, Miami-Dade, Florida).

**Presenters:** Judge Jennifer Bailey (presenter), David Colarusso (presenter), Chief Justice Bridget Mary McCormack (moderator), Angela Tripp (presenter).

**Presenter Bios:**

- **Judge Jennifer Bailey** is an Administrative Judge for the 11th Judicial Circuit of Florida, Circuit Civil Division. She has been a circuit court judge in Miami-Dade, Florida, for twenty-five years. She is the Administrative Judge for the 25-judge Circuit Civil Division and handles a docket of Complex Business Litigation cases. She currently serves on the Board of Directors of the National Center for State Courts and on the Florida Supreme Court Commission on Trial Court Performance and Accountability. In 2018, she earned her L.L.M. in Judicial Studies from Duke University's School of Law.
- **David Colarusso** is the Director of the Suffolk University Law School's Legal Innovation and Technology Lab.
- **Chief Justice Bridget Mary McCormack** serves in the Supreme Court of Michigan, having served the Supreme Court since January 2013, becoming Chief Justice in January 2019. Before her election to the Court in November 2012, she was a law professor and dean at the University of Michigan Law School. Since joining the Court, Chief Justice McCormack continues to teach at the Law School.
- **Angela Tripp** is the Director of the Michigan Legal Help Program.

**1 (I), 4 (II)****Treatment Courts and COVID-19 (I & II)**

**Conducted:** March 26<sup>th</sup> (I) and April 6<sup>th</sup>, 2020 (II).

**Summary:** This webinar addressed issues, considerations, and strategies for Treatment Courts during the pandemic crisis. The first webinar (I) covered available resources related to courts and pandemic, such as judicial and executive branch websites that are dedicated to pandemic issues by state. The second webinar (II) shared examples of what Treatment Courts are currently doing as they react and respond to COVID-19 influenced circumstances.

**Presenters:** Nora Sydow (presenter), Carolyn Hardin (presenter), Chief Justice Nathan Hecht (introduction).

**Presenter Bios:**

- **Nora Sydow** is a Principal Court Management Consultant with the National Center for State Courts. She works on a variety of projects improving court organization, process, and operations, with special attention to those involving children and families. She is currently serving as one of NCSC's primary response consultants for the pandemic crisis along with the CCJ-COSCA Rapid Response Team.
- **Carolyn Hardin** is the Chief of Training and Research for the National Association of Drug Court Professionals (NADCP). She oversees the daily operations for NADCP's three divisions: the National Drug Court Institute, the National Center for DWI Courts, and Justice For Vets.
- **Chief Justice Nathan Hecht** is the Chief Justice of the Supreme Court of Texas, and is the President of the Conference of Chief Justices (CCJ). He has been elected to the Court six times, first in 1988 as a Justice, and most recently in 2014 as Chief Justice. He is the longest-serving Member of the Court in Texas history and the longest-tenured Texas judge in active service. Throughout his service on the Court, he has overseen revisions to the rules of administration, practice, and procedure in Texas courts, and was appointed by the Chief Justice of the United States to the federal Advisory Committee on Civil Rules. He is also active in the Court's efforts to assure that Texans living below the poverty level, as well as others with limited means, have access to basic civil legal services.

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**Virtual Jury Trials:****Rubber, Meet Road:****Where Innovations in Applied Court Technology Mean Real Change**

**Conducted:** September 10<sup>th</sup>, 2020.

**Summary:** Judge Nicholas Chu (Travis County, Texas) and Judge Antonia Arteaga (Bexar County, Texas) will discuss their experiences and lessons from running among the nation's first virtual jury trials, while Snorri Ogata (Chief Information Officer, Superior Court of California, Los Angeles County) and Steve Tamura (Project Manager, Superior Court of California, Los Angeles County) will discuss their implementation of chatbots.

**Presenters:** Hon. Antonia Arteaga (presenter), Hon. Nicholas Chu (presenter), Snorri Ogata (presenter), David Slayton (introduction and moderator), Steve Tamura (presenter).

**Presenter Bios:**

- **Hon. Antonia Arteaga** presides over the 57<sup>th</sup> Civil District Court, Bexar County, in San Antonio, Texas. Judge Arteaga was elected in 2008, and is the first woman elected to the historic 57th District Court of Bexar County which was created in 1899. Before she was elected to the 57th District Court, the Judge was in private practice and served as a Magistrate and Associate Judge for the City of San Antonio. As an attorney, she received several awards honoring her extensive trial experience and charitable work in the community. Judge Arteaga currently serves on the Bexar County Juvenile Board.
- **Hon. Nicholas Chu** became Justice of the Peace for Precinct Five in Travis County, Texas in 2017. Previously, Judge Chu served as an Assistant District Attorney with the Travis County District Attorney's Office. He had also served as a chief misdemeanor prosecutor with the Travis County Attorney's Office. Judge Chu is a community activist and has a long history of local leadership.
- **Snorri Ogata** is the Chief Information Officer of the Los Angeles Superior Court. He is responsible for planning, deployment, and maintenance of all technology-based products and services used throughout the court. He is currently an executive board member of the Court Information Technology Officer Consortium (CITOC comprises nearly 100 CIOs from across the country), chair of CITOC's Education Subcommittee, and vice chair of the California Court Information Technology Manager Forum.
- **David Slayton** is the Administrative Director of the Texas Office of Court Administration, charged with implementing Texas Government Code Chapter 72 and directing the operations of the Office of Court Administration. In addition to these duties, as Administrative Director he serves as the executive director of the Texas Judicial Council, statutorily created to continuously study the organization, rules, procedures and practice, work accomplished, results and uniformity of the discretionary powers of the state courts and methods for their improvement. He is a Past President of the National Association for

Court Management and was formerly the Secretary on the Board of Directors for the Texas Association for Drug Court Professionals.

- **Steve Tamura** is the Project Manager for the Superior Court of California, Los Angeles County.