

ICM Fellows Program Class of 2018

Araceli B. Ambert – Management Analyst, Superior Court of Arizona in Maricopa County, Phoenix, Arizona

Reports vs. Reality: Improving Performance Measurement

Sarah Bechtold – Court Operations Analyst, Minnesota State Court Administration, St. Paul, Minnesota

The Impact of Centralization on Access to Justice

Jeri J. Boetcher – Human Resources Manager, Minnesota Judicial Branch, Hastings, Minnesota

New Staff Mentors – Developing a Strong Initial Connection

Cathy Boyko – Project Staff, National Center for State Courts, Bloomington, Minnesota

The True Cost of Financial Exploitation in Conservatorship Cases

Jaime Brew – Municipal Court Administrator, Coppell Municipal Court of Record, Coppell, Texas

Sufficiency of Time Study for Medium-Size Municipal Courts in Texas

Andrew P. Brown – Recovery Court Coordinator, 20th Circuit Court – Ottawa County, Grand Haven, Michigan

Recommendations for Improving the Quality of Adult Drug Court Outcome Evaluations
Measuring Recidivism

Heidi J. Carstensen – Court Administrator, Dakota County District Court, Hastings, Minnesota

The Certified Court Specialist: Delivering Educated Justice on the Front Lines

Sheldon M. Clark – Litigant Services Manager, Minnesota's Tenth Judicial District, Ramsey, Minnesota

Utilizing Technology to Increase Self-Help Access

Marissa L. Garza – Court Services Manager, Kootenai County District Court, Coeur d'Alene, Idaho

Assessing Employee Satisfaction at Kootenai County District Court

Tracy R. Gullerud – Court Administrator, Tenth Judicial District – Isanti County, Cambridge, Minnesota

Justice Through the Eyes of the Traffic Offender: Improving the Public's Perception of the Courts

Laura L. Hatch – Clerk of Court, Fredericksburg General District Court, Fredericksburg, Virginia

Engaging a Workforce in Crisis

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Hans Michael Holland – Court Administrator, Third Judicial District – Rice County, Fairbault, Minnesota

Adopting a Talent-Centric Culture in the Third Judicial District of Minnesota

Blake Points Kavanagh – Knowledge & Information Services Analyst, National Center for State Courts, Williamsburg, Virginia

A Fifty-State Landscape of Judicial Medical Leave Policies

Caroline E. Kirkpatrick – Director, Educational Services Department, Supreme Court of Virginia, Richmond, Virginia

Developing Virginia Judges' Peer to Peer Coaching Skills

Nicole N. Le – Principal Analyst, Superior Court of California, County of Orange, Santa Ana, California

Autonomous Vehicles: Reimagining Traffic Court with Self-Driving Cars

Dae Ho Lee – Senior Administrative Analyst, Superior Court of California, County of Orange, Santa Ana, California

Decriminalization of Felony Property and Drug Offenses in California: Anticipating the Next Wave

Maria Livingston – Self-Help Services Manager and Family Law Facilitator, Superior Court of California, County of Orange, Santa Ana, California

Procedural Assistance in Family Law Via Text Messages

George A. Lock – Court Administrator, Stearns County District Court, St. Cloud, Minnesota

Courting Innovation: Can Cultural Analysis Inform the Re-Engineering Agenda in Stearns County District Court

Patricia Mallum – Business Process Specialist, Minnesota's Tenth Judicial District, Ramsey, Minnesota

Management by Case Type Across County/District Lines: Child in Need of Protection Services

Michael C. Malone – Operations Manager, Pierce County District Court, Tacoma, Washington

Three Performance Measures for the Pierce County District Court Veterans Treatment Court

Dawn S. Mitchell – Civil Department Supervisor, Kootenai County District Court, Coeur d'Alene, Idaho

Forced Functional Illiteracy: Its Effect on Access to Justice

Elsa Montiel – Chief Deputy, Pinal County Clerk of the Superior Court, Florence, Arizona

Kaizen in the Courts

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Shelley L. Organ – Chief Executive Officer, Supreme Court of Newfoundland and Labrador, St. John’s Newfoundland and Labrador
Striving for Court Excellence: The Supreme Court of Newfoundland and Labrador

Dennis T. Rabidou – Superior Court Administrator/Director of Juvenile Court Division, Okanogan County Superior Court, Okanogan, Washington
Interdependence vs. Interference: Avoiding Costly Litigation Over Inherent Powers

Keith Edward Robinson – Senior Education Specialist, District of Columbia Courts, Washington, DC
Toward Innovation: Can Innovation Happen in a State Trial Court Without a Price Tag?

Maia Rodriguez – Administrative Senior Manager, Flagstaff Justice Court, Flagstaff, Arizona
Flagstaff Justice Court: What Causes Delay in the Life of a Case?

Laurie L. Sanders – Facilities Manager/Senior Case Manager, Court of Appeals, Seattle, Washington
Technology Project Management, Beating the Odds

Jeffrey Schrade – Director of Education Services, Arizona Supreme Court AOC, Phoenix, Arizona
Arizona’s Court Leadership Pipeline

Scott A. Sosebee – District Administrator, Fourth Judicial District, Colorado Springs, Colorado
Improve Court Performance by Increasing Employee Satisfaction