

# COURT LEADERSHIP INSTITUTE OF ARIZONA (CLIA)

State Courts Building  
1501 W. Washington, #230  
Phoenix, AZ 85007

Minutes of the  
January 29, 2009 Committee Meeting

<b><u>Committee Members Present:</u></b>	
Judy Aldrich, Ed.D.	Professor, Chandler/Gilbert Community College
Judge Louraine Arkfeld, Chair	Presiding Judge Tempe Municipal Court
Kent Batty, Vice Chair	Court Administrator, Superior Court in Pima County
Mike Baumstark	Deputy Director, Administrative Office of the Courts
Carol Boone	Chief Probation Officer/Juvenile Court Center Director, Maricopa County Juvenile Court
Alice Bustillos	Detention Director, Superior Court in Maricopa County
Frank Corrales	Court Administrator, Superior Court in Santa Cruz County
Judge Margaret Downie	Associate Presiding Judge, Arizona Court of Appeals, Division I
Phil Hanley	Director of Human Resources/ Administrative Services Judicial Branch of Arizona in Maricopa County
Don Jacobson	Court Administrator, Flagstaff Municipal Court
Denise Lundin ( <b>via conference call</b> )	Clerk of the Court, Superior Court in Cochise County
Michael Malone	Court Liaison, Superior Court in Pinal County
Judge Kathy McCoy	Presiding Judge, Kingman Municipal Court
David Sanders	Chief Probation Officer, Superior Court in Pima County
<b><u>Committee Members Absent:</u></b>	
Judge John Lamb	Associate Presiding Judge, Superior Court in Navajo County
Roger Hartley, Ph.D.	Associate Professor of Public Administration and Policy, University of Arizona
<b><u>CLIA Staff Present:</u></b>	<b><u>Guests Present:</u></b>
Deborah King, Program Manager Gabe Goltz, Program Specialist	Cathy Lowe, Division Director, Education Services, AOC Amy Wood, Court Specialist, Court Services Division, AOC

## **Call to Order, Administrative Business**

Judge Arkfeld called the meeting to order at 1:10 pm.

Judge Arkfeld called for all members to review the minutes from August 21, 2008. Judge Arkfeld asked if there were any changes or corrections to be made. No changes were recommended. She called for the motion to approve the minutes which was made by Mr. Mike Baumstark and seconded by Mr. Don Jacobson. Minutes from the August 21, 2008 meeting were approved. **MOTION: CLIA 2009-01**

Other announcements Gabe Goltz will be leaving the CLIA Committee, he has been promoted to JCA Manager.

## **Updates: Western States Court Leadership Academy and National Center for State Courts**

Judge Arkfeld discussed events for CLIA since last meeting. The Western States Court Leadership Conference held September 29 through October 3, 2008, had 14 Arizona participants registered, including 3 faculty from Arizona, and we will be evaluating to determine how we might offer this training locally. The Court Executive Program – 7 State Consortium, CLIA members worked in “work groups” to review curriculum for 4 classes, and the December faculty training that was planned had 8 people trained. The Arizona Capstone session held October 6-8 had 50 participants registered and gave a total of 18+ hours of new curriculum that had been developed. The 2008 Court Leadership Conference was held December 1-2 with the Chief Justice’s main overview being Maintaining Access to Justice in Uncertain Times. ICM Caseflow Management held November 4-6 had 34 attendees, 17 COJET hours and a 4.58 overall rating. The half day session of Caseflow Management titled “Specialty Courts” held on November 6 had a total of 34 attendees, 3 COJET hours and a 3.96 overall rating.

The National Center for State Courts (NCSC) is developing four new courses with the consortium states during calendar year 2009 as follows:

Court Technology

Human Resources

Essential Components

Concluding Seminar (includes leadership)

Mike Baumstark updated the committee on current budget concerns. He advised that for this current fiscal year, the judicial branch budget is going to appropriations with a proposed \$5 million in permanent cuts, and \$10 million in fund sweeps. While we are trying to keep everyone safe and not have significant layoffs, it is probable that there will be some across the state. Additionally, we are also trying to make a case to maintain our automation funding for the needed case management system upgrades.

**ACTION ITEM:** Discussion arose regarding the rescheduling of already scheduled ICM programs. It was decided that a survey will be sent out to all participants to see if they would still be able to attend their respective upcoming classes. If there was enough registered who could still attend, it was recommended that Human Resources Management not be rescheduled and still be held May 5-7, 2009. The funds have already been encumbered for this class and we have a contract with NCSC. Court Performance Standards could be rescheduled to the Court

Management Program (CMP) date of June 1-5, allowing us time for it to be taught by Arizona faculty. The other postponed class would be Financial Management, and it can be scheduled during the summer after the budget cycle is completed, to allow us to use Arizona faculty. CMP would then be rescheduled to a future date in 2010. By this time, it may be possible that the session will be developed for us to use Arizona faculty - which would result in a significant cost savings.

Mrs. Cathy Lowe advised CLIA members that California is hosting a Faculty Skills Development (FSD), February 26-28, 2009 and invited Arizona to come over at no cost except travel. The difference between California's FSD and Arizona's was discussed. Ms. Lowe stated most of Arizona's FSD is generic and that California's would be more subject-matter specific to the ICM classes. CLIA had an Advanced FSD class scheduled for this year. ACTION ITEM: Ms. Deb King suggested that perhaps it would be beneficial to talk with the Arizona ICM faculty that attended training in Williamsburg and discuss what they think was missing from that training to determine their additional training needs.

ACTION ITEM: Judge Arkfeld discussed the need for work groups to review the new NCSC consortium developed curriculum and make changes as applicable to provide an Arizona focus. We can add material to the classes to provide an Arizona focus, but if we wish to make changes within the content we would need approval for those changes.

The works group assignments were selected as follows:

**Caseflow Management** – Kent Batty, Mike Baumstark, and Alice Bustillo

**Purposes and Responsibilities of the Courts** – Louraine Arkfeld, Kent Batty, and Margaret Downie

**Performance Measures - CourTools** – Kathy McCoy, Amy Wood, Mike Malone, Don Jacobson, Mike Baumstark

**Financial Management** – Don Jacobson, Frank Corrales, Dave Sanders  
Judy Aldrich advised she would help out where needed.

### **Arizona Plus Capstone**

Judge Arkfeld began discussion on the Arizona Plus Capstone and the program evaluations as well as the faculty evaluations done by CLIA members. Mr. Goltz summarized that most common responses were "great faculty" and the need for "more interactivity". There were also comments on the satisfaction of seeing Arizona court leaders in front of the classroom. Judge Arkfeld asked when the next Arizona Plus Capstone was scheduled. Ms. King advised it has not been scheduled and that some of the current Capstone content may now be covered in the new classes or in the classes currently being developed. Other feedback on the Capstone program was on the section covering purposes and responsibilities of the courts. Participants felt this content was foundational and should to be taught as a prerequisite before any of the other ICM classes. Ms. King noted that the NCSC has developed a Purposes and Responsibilities of the Court class, which is new to their curriculum. She advised that we should consider whether we continue to include this content in future Capstones or to teach the newly ICM developed course instead. Judge Arkfeld advised that according to her understanding, the National Center developed this curriculum so that it would ultimately become a part of their CMP. The workgroup can provide feedback on the best option after comparing our Arizona Plus curriculum

to the new class. The second consideration will be whether this content, as a foundational piece, should be covered in Tier 2 Supervisory training, before moving on to Tier 3 Management training.

In conclusion it was decided that the Arizona Plus Capstone courses would be reviewed to possibly incorporate their content into the newly developed ICM courses thus adding an Arizona focus. If after review, it is determined that some of our Capstone content is not covered or able to be combined with the new National Center classes, then this content can be used for future Capstone sessions.

Additional capstone evaluation comments indicated it would be beneficial if this training was available for other staff at other times. Ms. King stated that while this is a great idea, the concern is that our faculty is already pressed for time. Ms. King stated this is where Distance Learning comes in and perhaps we can put this training on alternative formats.

### **Distance Learning Options**

Ms. Beth Asselin, Program Manager for Distance Learning advised the committee of what can be done in regards to putting this curriculum in an alternative format.

1. Vendors – currently we have contract with three different vendors that we can consult with about building us a computer based training (CBT). The cost varies depending on the length and complexity of the training.
2. Lectora – we can do internal CBTs with the current software we purchased (Lectora). The only concern is that we have limited resources. What has happened in the past is we've work with other divisions, and they provide all of the resources including content, subject matter experts (SME's) and technical expertise, and we will build a master CBT for them. They then duplicate and distribute themselves.
3. Production crews – we have contracted with productions crews for satellite broadcasts, which require that a particular site have a satellite to be able to view the broadcast. We are looking into possibly doing webcasts in the future from our studio. Also the productions crews can do some video filming which can be used as a learning tool in itself, or for video clips to enhance self-paced interactive CBTs.
4. Centra – our synchronize platform which allows people from around the state to meet on line. It uses voice over internet so you would need to have a headset with microphone. It has full functionality in terms of interactivity, you can do surveys, evaluations, application sharing. Centra is maintained by the Distance Learning Unit and is available for anyone to use.
5. Qwest – AOC has currently signed a contract with Qwest for additional teleconference ports, but along with it came the ability for web interfacing. This is similar to dialing into a teleconference, but also meeting live via the web. Application sharing and the ability to control what the viewers see is also included with this. At this time, we are unsure of what the costs of this would be.

Ms. King asked what time frame would be needed to create an internal CBT if CLIA already had all the resources (SME's, curriculum) for a one hour CBT. Ms. Asselin advised that if it is a dedicated resource, it would take Distance Learning Unit about 16 weeks to create it. The same is true if we went through a vendor.

Ms. King stated we should consider, as the Arizona Plus classes are reviewed, taking a blended approach to training, where we can use distance learning for portions of the curriculum to be completed before participants complete the face-to-face classes.

Ms. Asselin advised that if CLIA chose to go through a vendor, it is very important to keep on schedule with them; otherwise we will incur costs because of delays. A delay, meaning that they could have been on other projects that they have allocated to you and now it puts them in a position to start charging for delays. Mr. Baumstark asked if the production is on schedule, what would be the cost. Ms. Asselin advised that it varies, but a ballpark figure is about \$35,000 for one hour of content. Ms. Asselin advised if we did them in house, we have the capabilities of still doing the interactivity, graded exams, certificate at the end, and audio using local staff. While it may not be as fancy as a full production one done by a vendor, it still just as effective. The cost of having one done internally is about \$7800 in staff time.

### **Broadcast**

Ms. King advised that the Judicial Staff Education Committee (JSEC) along with the distance learning unit will be having a broadcast on March 11<sup>th</sup> on “The Purposes and Responsibilities of the Court.” It will be taped and we can utilize portions of it in a CBT if we decide to, at a later date. Mr. Goltz advised that this broadcast is focused on what courts are about, and why we have them. The second half of the broadcast will be focused on separation of powers and the roll that the courts play. This broadcast will be 2.0 hours long.

### **Conclusion**

Judge Arkfeld asked if there were any further comments regarding the Capstone comments and the upcoming review of our Arizona curriculum and how to incorporate that into the newly developed ICM. Ms. King advised that if CLIA makes changes to the Arizona Court Manager Tier III completion requirements, we will need to determine what to do with those who have already started the program. She advised that there are already 30 people that have completed this program and have finished all the components originally required.

Because of budget concerns, Judge Arkfeld questioned whether we can still schedule courses for which we do not have certified faculty. Mr. Baumstark stated that at this time it is uncertain. If the budget permits, we will certainly still offer all the ICM courses we can.

Mr. Kent Batty asked about the future 4 components that are to be developed, are the SME's already selected. Ms. Cathy Lowe advised that we are currently working on getting our SME's for these components. The National Center does have most of the courses completed and they currently reviewing and making changes. There are four levels of review: an internal review by the National Center; SME review; representative/designee of the Governing Committee review, and finally the seven member Consortium Committee review. Mr. Batty advised that there were some problems with the content that the National Center included in Essential Components and asked if there was an outline for the current Essential Components class. Ms. Lowe advised that there was a very lengthy voting process quite a while ago; the highest ranked content areas had to do with operational issues and project management. The Concluding Seminar was more on the total prospective of high performing courts. Mr. Batty asked if it was possible to go back

through our prior meeting notes about this issue and compare, so that we can make sure we have the right SME's for essential components and also to find out if there are some things missing or superfluous. Ms. King advised she would look into this and get back to the committee.

At this time the discussion on Tier 2 will be postponed until we have additional information on Tier 3.

Next CLIA meeting is scheduled for June 26. If there is need for a meeting before this date, an email will be sent to all members.

The chair made a call to the public; no new business from public. The meeting adjourned at 2:50 p.m.