

COURT LEADERSHIP INSTITUTE OF ARIZONA (CLIA)

Judicial Education Center
541 E. Van Buren Street, Suite B4
Phoenix, AZ 85004
Minutes of the
June 8, 2012 Committee Meeting

Committee Members Present:	
Kent Batty, Chair	Court Administrator, Superior Court in Pima County
Don Jacobson, Vice Chair	Court Administrator, Flagstaff Municipal Court
Judy Aldrich, Ed. D.	Professor, Chandler/Gilbert Community College
Randolph A. Bartlett (teleconference)	Judge, Superior Court in Mohave County, Division II
Mike Baumstark	Deputy Director, Administrative Office of the Court
Margaret Downie	Judge, Arizona Court of Appeals, Division I
Billie Grobe	Chief Probation Officer, Yavapai County Adult Probation
Sue Hall	Clerk of the Court, Superior Court in Apache County
Michael Malone	Court Administrator, City of Phoenix
David Sanders (WebEx)	Chief Probation Officer, Pima County Adult Probation
Committee Members Absent:	
Jolene Hefner (WebEx)	Detention Administrator, Yuma County Juvenile Justice Center
Maria L. Felix	Presiding Judge, Tucson Justice Court
Phil Hanley	Director of Human Resources/ Administrative Services, Judicial Branch of Arizona in Maricopa County
Douglas Rayes	Associate Presiding Judge, Superior Court in Maricopa County
CLIA Staff Present:	
Jeff Schrade	Director, Arizona Supreme Court, Education Services Division
Gabe Goltz	Program Manager, Arizona Supreme Court, Education Services Division
Deborah King	Special Projects Administrator, Arizona Supreme Court, Education Services Division
Anthony Cornay	Specialist V, Arizona Supreme Court, Education Services Division
Amber Botamer	Division Executive Assistant, Arizona Supreme Court, Education Services Division

Call to Order, Administrative Business

Mr. Kent Batty called the meeting to order at 9:32 a.m., at the Judicial Education Center, in Phoenix, Arizona. Members introduced themselves before starting the meeting. There were no proxies present.

The March 1, 2012 minutes were reviewed and approved with minor corrections. Mr. Malone's title and court affiliation were corrected on the cover sheet. Judge Bartlett made a motion to second. *MOTION 2012-03 passed.*

ESD/Staff Updates

Mr. Gabe Goltz updated the committee on two new employees in the Education Program Unit. Harriet Ramsbacher has a justice court, corporate and hospitality events background. Lizette Campbell comes from an extensive ASU higher education background.

Ms. Deb King reported on the programs held since the last CLIA meeting with class evaluations, as follows:

- 1) ACE Education and Training – March 7-9
- 2) ACS Pilot Introduction to ACS – February 23
- 3) ACS Pilot Introduction to ACS – February 29
- 4) ACS Supervisor's Role in Caseflow Management – March 22
- 5) ACM Caseflow Management – April 3-5
- 6) AZ Plus ADR – Specialty Courts – April 5
- 7) ACE Visioning & Strategic Planning – May 1–June 1

Ms. King noted the following programs are scheduled:

- 1) ICM Financial Management – June 26-28
- 2) ICM Human Resources – August 15-17
- 3) ICM Court Community Communications – August 28-30
- 4) ICM High Performance Court – October 17-19

Ms. King noted that registration numbers for the first class (Financial Management) were lower than expected (only 14 currently registered). This could be because of a later schedule (year-end) or that program numbers are naturally tapering off. However it should be noted that ACS graduates will eventually feed into the ACM and ACE programs.

Arizona Court Supervisor (ACS) Program Implementation:

The ACS brochure and application were reviewed by the committee. Ms. King overviewed the process after acceptance in the program. Initially participants will attend a webinar introductory class on Transitioning to the Role of Supervisor. The final portion of this class will cover how the program works highlighting what classes are covered and how to log into the online self-paced classes. As participants go through the program, a tracking checklist will be provided to facilitate self tracking. Once complete, participants will submit a program worksheet. After the results are verified, eligible participants will be invited to the AZ Plus Supervisor Capstone session and graduation. There is no cost to participants for this program except for travel. The individual user licenses for the online self-paced Skillssoft classes will be covered by the Administrative Office of the Courts and are licensed for a year.

Ms. King spoke about the pilot ACS "Transition to the Role of Supervisor" class which covers the challenges of moving into a supervisory role and building a work team. Participants were provided with specific scenarios and discussed what they would do in that instance. She noted that after the pilot we

discovered the need to shorten the class duration from the 3 hours to 1 to 1.5 hrs. Because of this, 'Supervisory Ethics' will not be added to the introductory class and will be taught as a separate webinar. Mr. Gabe Goltz attended as a participant in his first on-line class. He indicated it was a unique experience and the content was very good. This was a great introduction to the ACS people, and he was very impressed.

The committee reviewed and discussed the brochure and ACS implementation plans as follows:

- Mr. Batty had a question regarding the number of total hours and suggested the inclusion of the number of hours under the "How long does it take?" section. Ms. King advised there are approximately 48 hours of self-paced and instructor-lead classes before the final Capstone.
- A typo identified at the bottom of the brochure should be corrected to Instructor "led" not "lead."
- Mr. Batty suggested re-naming the "Supervisory Ethics" class to "Applying Ethics in a Supervisory Role."
- Ms. King advised that the 2 face-to-face classes will be scheduled when possible on consecutive days to help with travel for those outside of Maricopa County. However there is no requirement that these classes be taken sequentially.
- The committee recommended that a note be added to the application in the signature area directing supervisors and managers to discuss wage & compensation issues with non-exempt staff who want to complete classes on their own time.
- Mr. Mike Baumstark recommended that the current logo be changed to remove the 'LI' in the logo and leave the words 'Leadership Institute' under the picture of the state, adding back the pillar into the graphics.
- Ms. King advised that participants don't have to have director or department head signature approval, with a slightly difference approach of having their manager recommend and approve participation. The program is prepared for about 100 participants in this first year.

Registration Updates:

Ms. King also noted they are still looking into opening up online registration for Arizona Court Manager (ACM) and Arizona Court Executive (ACE) from the current 30 days prior to class to 60 days prior to class. Mr. Schrade has been in contact with the calendar software provider who advised they will add extended open registration time to their production schedule and publish with software updates. There is also a possibility our Information Technology department might be able to program a fix. Ms. King noted that with Arizona Court Supervisor we have two options; we can open registration as soon as the class is scheduled or we can open registration 30 days prior to class date as we do with ACM and ACE classes. While we could enter the classes online 60 days prior to class date and have immediate open registration, this option would limit advanced planning for participants.

As far as upcoming programs noted in the handout, Mr. Batty reminded the committee that there are a couple classes that may need to be rescheduled either for faculty or to enable more people to attend final classes before the concluding seminar. Ms. King noted that we no longer need to reschedule Court Community Communications, because the instructor, Jennifer Liewer, found a certified faculty member from Arkansas who is available to teach with her. There are 13 participants currently registered for the concluding seminar which should be completed after all the ICM classes. She noted that it might be good to move this class out a couple of months to allow participants to take it in the order intended. We may

need to certify more faculty for this class and the Court Communications class as well to ensure that we have more than one available faculty.

Presiding Judge Training

Mr. Batty conducted an overview of presiding judge training. The current plan is to pilot a class of 40 split between general and limited jurisdiction courts. The content covers a total of 6 days with 3 days covered in week one and 3 days in a second week scheduled at least a month apart.

Mr. Mike Baumstark led a discussion on potential faculty and subject matter experts referencing two presiding judge training handouts. The first handout is a program agenda with the dates and session topics listed. The second handout details the content and learning objectives for each class as well as potential faculty and subject matter experts (SME) identified by the workgroup. The following summarizes committee member input relative to each session.

- 1) *The Role & Authority of the Presiding Judge* – Add Dave Byers to the faculty list to address support to local courts in issues of judicial independence. Dave Withey was also suggested as an SME.
- 2) *The Roles of Administrative Leadership* – Ms. Sue Hall suggested adding a clerk of court; i.e., Michael Jeanes, Patty Nolan, Sherry Newman - to the faculty. It was felt that the use of a panel would provide a broader perspective, but would be difficult to sustain in subsequent programs.
- 3) *Ethical Considerations* – The committee added Judge Winthrop's name to the faculty list as well as an additional class objective addressing 60-day compliance standards and Judicial Performance Review mechanisms for pro-tempore judges and hearing officers - including effective supervision of judicial officers and pro-tempore judges. Ms. King recommended that we schedule this session a little longer than 2 hours to account for breaks.
- 4) *Leadership Roles* – Per committee discussion, it was suggested that a national speaker be showcased in the first offering; i.e., Judge Kevin Burke, who is known as a progressive thinker on administrative issues; has led his court in a performance excellence endeavor; and who is a Malcolm Baldrige award winner. A focus on how presiding judges manage other judges should be another objective of the class.
- 5) *Creating the Management Teams* – The committee brought up the constant struggle of how to meet the needs of the smaller courts; for example how to deliver this piece in a way that is effective for smaller/rural courts. Ms. King's suggested that the curriculum development workgroup could consider having breakout groups based on court size versus jurisdiction for this session. The committee named Donna Grimsley from Apache County, David Widmaier, Sherry Geisler and Sherry Newman as good potential candidates.
- 6) *Planning For and Managing Change Within an Organization* – Kevin Burke, Jan Kearney, Mark Stodola and Jim Scorza were suggestions for additional faculty. Regarding the #2 objective: *Discuss the leadership role in effectively moving cases through the system* - it was discussed that this objective may need to be moved or deleted from this class as it might be beyond the scope of this session. Regarding the #5 objective: *Overview how data/reports can be used for monitoring change effectiveness* – it was suggested that this should be part of the Reports section. Also, Ms. Sue Hall noted that change in response to budget is not listed as an objective and if not covered in the budget section, it should be addressed somewhere.
- 7) *Human Resources* – David Carpenter (AG's office) and Debi Schaefer were suggested as additional faculty and David Withey (AOC) was suggested as an SME. Regarding objective #1: *Discuss the benefits and limitations of using an HR department that is not within the judicial branch* – it was

discussed that this objective may fit better in session #1 – *The Role of the Presiding Judge*. Judge Margaret Downie recommended that we add dealing with the legislative body to one of these sessions.

- 8) *Media Relations & Community Outreach* – The committee suggested the addition of Loren Braud to the faculty as well as using a lunch speaker on standards on media possibly using David Bodney with Judge Brutinel. Ms. Hall commented that it would be a good thing to bring in the media to add perspective and balance and to give their input from the “other side.”
- 9) *Court Security and Coop* – No changes were suggested.
- 10) *Budget and Finance* – The committee suggested adding faculty from a judicial perspective and named judges Donna Grimsley and Randy Bartlett. There was some discussion around perhaps needing to add candidates from small jurisdictions so as to reflect that perspective. Mr. Don Jacobson indicated that the issues are the same, but the relationships can be different.
- 11) *MAS Annual Checklist-Financial Reporting* – The committee recommended that the Minimum Accounting Standards Annual Checklist-Financial Reporting be rolled into the *Budget & Finance* session with the reporting portion combined into session #12 *Performance Standards*. This would increase the time for this class from 2 hours to 3 hours.
- 12) *Performance Standards* – The recommendation of the committee is to change the title of this session to “*Caseflow Management and Other Performance Standards*” as well as to add Don Jacobson to the faculty. It was also recommended that this topic be combined with #13 but still use break-outs by jurisdiction when covering specific reports. Mr. Baumstark noted that it would be difficult to address performance standards without also talking about case management which is at the core of most court activities. It was also noted that most courts require both performance standards & evaluation procedures for commissioners, magistrates, hearing officers, pro tempore judges. Members discussed whether city courts have their own internal process for evaluating these judicial officers and that many courts may not currently evaluate these judicial officers. If this is included, it should be added to *Human Resources* or *Ethical Considerations* sessions rather than in this *Performance Standards* session. It was noted that while we should address due diligence for performance reviews and monitoring of pro tempore judges and commissioners by the presiding judges - whether it is appropriate for training to take a position for advocating monitoring & performance reviews in these situations was discussed.
- 13) *Statistics and Reports* – Regarding objective #1: *Discuss types of court reports and uses* – the committee wanted to include mandatory reports in this objective. Judge Downie also recommended that a 60 day compliance standard be included in the ethics section.
- 14) *Technology Standards and Governance / Technology Project Implementation – Limited Jurisdiction and General Jurisdiction Breakouts* – The committee noted that it would be a good idea to add social media to this section if not already covered in the Community Outreach section and to address this topic from a management perspective versus a technology perspective. Breakouts may need to be based on the size of the court, not just general jurisdiction versus limited jurisdiction. It was suggested by Ms. Hall that we incorporate some of the latest technology in this session as well. New judges should also be made aware of the potential hazards in misusing new technology in their courts.

The next step is to move forward with scheduling curriculum development workgroups using potential faculty and SME’s and begin development of each session.

Court Leadership Conference (CLC)

Mr. Batty advised the committee that the objective is to provide input on the content of the CLC again this year. Per Mr. Schrade, the dates of the conference are October 23 and 24, 2012, although the dates have not been announced generally. The 2011 agenda (handout) was discussed. It identified the number of participants as well as overall evaluation scores for each session. It was noted that this conference is Chief Justice Berch's opportunity to meet with her executive staff, although it has provided an opportunity to do some leadership training in the past. Kevin Burke has been confirmed as the speaker for the opening session.

Mr. Goltz suggested covering how to get through hard times in the courts – dealing with the new “norm.” Mr. Batty voiced that times are getting better and locally it may be reaching equilibrium, or in some counties it may be going up. Because of this, we should have more discussion around local perspectives and not just hearing from the legislative side. One of the elements that can be frustrating is how to compensate those who are doing more for the same money, with no pay increases. Mr. Jacobson suggested a topic on pay raises and judicial independence. Another suggestion was to cover the problems of jurors using social media in the courtroom and use of social media by court employees. Any additional suggestions for topics should be forwarded to Ms. King.

Excellence in Education Awards – Staff Proposal

Ms. King proposed a process of potentially having staff solicit those who attended classes last year, let them know about the award and give them the link to the website to nominate an instructor. Or send out an email with an explanation of what we are doing, pass on the link and ask them if they want to submit a nomination form, then collect, summarize anonymously & give back to CLIA for review. We would ask committee members to pick the top three. If there isn't consensus on the top three, we could hold a conference call to discuss the nominees. This should be done before September COJET meeting where COJET could approve in time for the Leadership Conference in October. Mr. Jacobson moved to accept Ms. King's proposal. Ms. Judy Aldrich seconded. *MOTION 2012-04 passed.*

CLIA Meeting Schedule

The date for the next committee meeting will be Friday, October 12. The dates for the 2013 meetings will be discussed at that time.

Call to Public:

The Chair made a call to the public. There was no response.

Review of Action Items:

- Implement AZ Court Supervisor program
- Implement suggested changes on brochure & application
- Contact faculty and SMEs to begin development of presiding judge training
- Forward information & recommendations to Court Leadership workgroup
- Solicit Excellence In Education nominees
- Send dates of potential 2013 meeting dates

The meeting adjourned at 12:02 pm