

CONFERENCE OF CIRCUIT COURT ADMINISTRATORS MEETING

Minutes
July 17, 2018

Conference Members Present:

Doug Hofstedt (Chair)

Matthew Barrett (Vice-Chair)

Melissa Batie

Marina Fevola

Michael Howard

Jennifer Keiser

Joy Keller

Susan Leary

Judy Lohman

Stephanie Medina

Tim Miller

Lionel Moore

Judy Rupp

Teri Scherer

Tim Sheridan

Kristine Short

Bobbie Warnken

Burgess Wood

Deborah Zrioka

Administrative Office of the Courts:

Faye Gaskin

Lynne Murphy

Deputy Court Administrator Guests:

Nancy Faulkner

Lisa Mohink

Erica Payne-Santiago

Vicki Ross

A meeting of the Conference of Circuit Court Administrators was held on July 17, 2018, at the Judiciary Education & Conference Center, beginning at 10:00 AM. Doug Hofstedt began the meeting by welcoming everyone. He then called for approval of the minutes from the March 27, 2018 meeting. Joy Keller moved for their approval. The motion to approve was passed.

TECHNOLOGY TRAINING – Kelly Williamson

- Kelly shared an overview of what the department does and gave out copies of the 2nd quarter course catalog. They are hoping to switch to a biannual catalog next year.
- She then showed everyone the Technology Education page on CourtNet, including the mission statement.

- Most training takes place at the JCECC, but they also provide on-site training. A survey will be sent out to determine where training is needed, and on-site trainings will be rolled out for locations that need it. This is already done with MDEC training.
- Kelly distributed copies of the course catalog and then walked through it.
 - All course guides are online in flip-book format. Students are also given a notebook in their courses and sent a link to download the flip-book for future use.
- Kelly's contact info is on the front inside cover, if anyone ever needs her.
- Office 2016 instructor-led courses are being offered just this month.
- NETO training began being offered in January of this year.
- MDEC new users' training is provided, as well as a refresher course for those previously trained.
- RCS and CONNECT are both in maintenance mode. Biannual training is offered in both.
- Switched vendors to Webucator last year. Online courses are available 24/7 for one year, from any computer with an internet connection. Trainees can take the entire course, or just one specific module.
- Other services, aside from classroom training, include:
 - Quick reference cards (QRC) and quick guides (course guides)
 - QRC's are printable to keep at one's desk and refer to as tip sheets.
 - Instructional videos
 - These videos are very thorough. It takes 5 days to develop a 5-minute video.
 - Individual tutoring and support
 - Employees can set up sessions with trainers.
- The Meet the DTE Team section contains bios on staff and instructors.
- Current projects:
 - VDI video – VDI will be replacing VDN for remote access. Collaboration is happening with JIS to decide on a deployment date now, but it is out of the pilot stage.
 - DV Office – This has to be done by October 1st for all current MDEC jurisdictions.
 - Instructional videos to support Commissioners CORE
 - Approved Judiciary QRC
 - Webinars – Lunch & Learn webinars starting in October
 - An email blast will be sent with information, and they will be included in the next quarter's course catalog.

CUSTOMER SATISFACTION SURVEY – FEEDBACK ON GRANTS PROCESS – Lou Gieszl

- FY19 grant-making season just finished. A total of \$27 million in state money was given out through 157 grants. This includes support to District Court problem-solving courts. All of the grant budgets/salaries were held flat, which made it challenging, but that will change mid-year when salary adjustments are made. Grant amendments will be completed for increases.
- Terminology has changed, and grant applications are now referred to as budget requests.
- The goal was to improve efficiency and consistency in the reporting process. One step in that process was merging two divisions and creating the Department of Juvenile & Family Services.
- Improvements include:
 - Standardizing of application forms and grant award notices
 - Grant awards page on website, including policies, etc.
 - Budget and grant reporting forms in Excel spreadsheets, which populate themselves each quarter
 - All electronic system, allowing email submissions and e-signatures

- Developed grant policy and general conditions
- Launched grants conference to give clear idea of what is available to everyone
- Created process to collaborate annually on grants timeline
- Adopted detailed operational manual to explain every step of grants process
- Four grants conferences have occurred so far. The first two focused on what is available and who to go to for what. The most recent two were more advanced, and focused on performance management, best practices, research methods, and diversity/equity/inclusion.
- The Courthouse Equity Subcommittee was created to review and address perceptions of inequity within funding at the Circuit Court level. It has proven very helpful for surveying court leaders and doing geographic analysis of grant data. No pattern of inequity has been discovered, but there are certain areas where courts were not aware that they could request assistance, or courts who were not interested. A Tier 1 and 2 report was developed from results. This group also receives grant applications every year to review.
- Plans for future:
 - They are working with JIS to look at a more modern grants management software (other than MS Word & Excel), with the goal of implementing later this year or next year.
 - CUSTOMER SATISFACTION SURVEY – The survey has been drafted, and will be directed to the program contacts for each of the 157 grants. They will then be sorted based on who is a returning grantee, who is new, etc. A notification will be sent to court administrators to notify them of the survey being sent out. Lou would love feedback from everyone on the grants process.
 - Collaboration has begun to look at the grants process through a diversity/inclusion lens.
- QUESTIONS/CONCERNS:
 - Jenn Keiser asked, “Are you working on making sure the deadlines are consistent?”
 - Lou will bring this subject up with the team. It seems like a good idea to standardize. If the same person is handling multiple grants, one due date would be too much. That is why deadlines have been staggered.
 - Michael Howard shared that he does not have a trust clerk, and has assigned those duties to another person. He would like to have the trust clerk given more money in salary. There is not enough work to warrant having a full-time trust clerk, but he would like to increase the salary of the person handling that work by \$3,000-5,000 to compensate them for the extra work.
 - Lou explained that the position would need to be reclassified with county leadership, then put into grant application the next time around.
 - Jenn Keiser would like information as soon as possible regarding her grant amount and how it should be spent, so she will know how much money to request from the county to offset it. She needs time to prepare for long-term planning.
 - Doug encourages discussion of changing fringe costs.

VICE-CHAIR DISCUSSION & NOMINATION – Doug Hofstedt

- There were two volunteers, Marina Fevola and Melissa Batie. Doug thanked Marina for her willingness to step up in her first year, and indicated that he had spoken to both potential candidates. Agreement was made to put forth Melissa’s nomination with Matt’s support. Joy

seconded the nomination, and everyone voted her in. Melissa will be Vice-Chair when Matt becomes Chair in January 2019.

REPORT ON SEPTEMBER 2018 JOINT CONFERENCE – Doug Hofstedt/Matt Barrett/Tim Miller

- Amy Craig, Doug Hofstedt, and Matt Barrett have been working on this year's joint conference. Melissa Batie will be brought into the process for next year. Sites need to be researched in order to determine cost.
- The draft agenda was distributed, and Tim Miller explained the schedule.
 - The Active Shooter Presentation will include a live-action training scenario, as well as a classroom portion.
 - We are waiting on approval for those who need to arrive on Sunday night to do so.
 - The CCCA meeting will be Monday afternoon.
 - Stay Interviews (finding out from long-term employees why they stay) training and PIA training will be offered, as the goal is to provide attendees with an educational experience.
- The 2019 MAACM Mid-Year Conference will take place on June 12th in Dover, DE. This date should be kept in mind when selecting next year's Joint Conference dates.

VIDEO REMOTE INTERPRETER PILOT – Melissa Batie/Michael Howard

- Melissa had a site assessment on May 30th. She has been in contact with Richard Rau, but does not know how it will work programmatically. There has been minimal contact from Pam Ortiz's office. The technical part is underway. Faye will make sure someone reaches out to her with more information.
- They have not made contact with Michael yet. He has concerns that there will not be any privacy for meetings with interpreters, public defenders, etc. because of the AV solutions wiring.
- This will be put on the next agenda for follow-up at the September meeting.

AUDIO RECORDING CENTRAL BACKUP SURVEY UPDATE – Matt Barrett

- Matt sent the electronic version and printed copies of the survey results. He asks that everyone look at it and send him an email with any corrections needed. He would like to present at the next Court Tech meeting, which does not take place until September. Matt shared that they will not be waiting that long, and that he is going to create a summary and present it with the supporting concept that these are important records that need to be maintained and not lost. The server backup being worked for would include three (3) copies of it, so it would be safe and not get lost, and it will be done uniformly.
- The ultimate solution will probably be an audio archiving system.
- The plan is to present it to the Court Tech Committee and Bob Bruchalski and show the findings, explaining that the goal is to come up with a solution. The goal is to send it to JIS for storage and secure retention.
- The only potential issue would be the expungement of archived content. Not all courts are expunging. Matt's court is sealing the audio portion of cases, and keeping a log of those expunged cases where audio is sealed.

- The workgroup does not have much to do until feedback is received from JIS.

SUBCOMMITTEE & WORKGROUP MEMBERSHIP – Doug Hofstedt

- The Judicial Council committee interest form will come out in August or September. If interested, Court Administrators need to make sure they fill it out and return it on time. We want as much representation as possible.
- The Judicial Conference video highlighting the various committees was shown, for those who chose to watch.

OTHER BUSINESS

- Doug asked that everyone read the Legislative Summary and email him with any questions or concerns. If need be, he will get someone from AOC or the Attorney General's office to come and answer questions.
- Nancy Faulkner attended the Rules Committee meeting to make sure they could still use in-house special magistrates/standing examiners. The Rules Committee explained that courts will not be prevented from utilizing them, and can continue doing so.
- Faye stressed the importance of reading the MDEC Weekly Updates, as they contain important updates. Jamie Walter can add any staff to the email list that Court Administrators need added.

COMMITTEE UPDATES

❖ JUDICIAL COUNCIL – Doug Hofstedt

- No update. The July meeting was canceled.

❖ CONFERENCE OF CIRCUIT JUDGES – Doug Hofstedt

- No update.

❖ CONFERENCE OF CIRCUIT COURT CLERKS – Matthew Barrett

- No update. The next meeting is in September.

❖ COURT TECHNOLOGY – Matthew Barrett

- No update. The July meeting was canceled.

❖ COURT ACCESS – Judy Lohman

- Judy is no longer on this committee, so no update was provided. Once committee interest forms are distributed, a representative will need to be found to replace her.

❖ SPECIALTY COURTS & DOCKETS – Judy Rupp

- They recently reviewed two problem-solving court applications, for the Anne Arundel County District Court Veterans' Court, and for the Somerset County Circuit Court Drug Court.

❖ ADR – Tim Sheridan

- Not here.

❖ **SENIOR JUDGES – *Sondra Battle***

- The next meeting will occur on September 25th.

❖ **JUDICIAL ASSISTANTS – *Teri Scherer***

- The group will be meeting in August. They have hired a designer to create the course online. They currently have a general description of what a judicial assistant does, but are working to merge the Circuit Court and District Court descriptions.
- It will probably take about 6 months to get the course to the pilot stage.

❖ **COURT OPERATIONS – *Joy Keller***

- They last met on June 18th. It was a joint meeting with the Case Management Subcommittee.
- A presentation was given by Tim Dibble with JMI, encouraging people to do case management plans yearly.
- They are looking at the Access & Fairness Survey. It needs to be done more often than every 10 years.
- A request will be put out for the Data Dashboard to find out what judges want it on their dashboards. They are also looking at a ListServ for judges as a resource for sharing tips with each other.
- The next meeting is September 17th, the same day as the MDEC User Group meeting.

❖ **JURY USE – *Sandy Smith/Anne SanGiovanni***

- Not here. No update given.

❖ **CASE MANAGEMENT – *Jenn Keiser***

- The group went over recommendations for changes to case time standards. Generally, not many changes are made right now to the standards.

❖ **COURTHOUSE EQUITY – *Stephanie Medina***

- The next meeting is on September 11th. Anne sent out the minutes from the last meeting.

❖ **FORMS – *Nancy Faulkner***

- They had a workgroup day last month. Most of the forms were in response to legislative changes. A few new forms were put in, and some were put in for review.
- Faye encouraged Circuit Court representatives to make sure the forms apply not only to District Court, but also to Circuit Court, so they can be used.

❖ **COURT REPORTING WORKGROUP – *Teri Scherer***

- Greg Hilton asked that they put the final touches on the Administrative Order for Chief Judge Barbera to set minimum requirements for court reporting and transcripts in Maryland. Recommendations were made for changes to the Order. There needs to be clarity with regard to court reporters vs. court stenographers. Conference calls were held to discuss this, instead of an in-person meeting.
- The workgroup is basically done now that this is completed. Faye said they were supposed to update the manual before the workgroup sunsets. This has not been done yet.
- If there are concerns once the workgroup sunsets, they should go to the subcommittee. If need be, the workgroup could be reinstated.

❖ **RECORDS RETENTION WORKGROUP – *Jenn Keiser***

- The records retention schedule was approved by the Judicial Council, but still needs to be approved by Archives. The workgroup is finished with their part and will not be meeting anymore.

❖ **EDUCATION – *Judy Lohman***

- No update.

❖ **PROFESSIONAL DEVELOPMENT – *Tim Sheridan/Melissa Batie***

- No update.

❖ **TECHNOLOGY TRAINING – *Doug Hofstedt***

- Updates were covered in Kelly Williamson's presentation.