



2017 NACM-IACA Joint International Conference

July 9-13, 2017

Hyatt Regency Crystal City * Arlington, Virginia

Pim Albers

Independent International Expert

Dr. Albers is currently an independent international expert in the justice sector area, former Special Advisor at the Council of Europe Directorate General Human Rights and Legal Affairs (the European Commission for the Efficiency of Justice - CEPEJ), and former coordinating policy advisor for the Netherlands Ministry of Security and Justice (years 2009-2014 and 1997-2006). While with CEPEJ, Dr. Albers developed, coordinated and conducted international evaluation studies on European judicial systems of the 47 member states of the Council of Europe. Also he was the co-creator of the International Framework of Court Excellence. Dr. Albers has a rich international judicial reforms experience that includes work for European and international organizations for technical assistance justice sector projects in Europe (e.g. Croatia, Serbia, Moldova, Ukraine, Georgia, Romania), Asia (Kazakhstan, Mongolia, Philippines) and the Middle-East and North Africa region (Morocco, Libya, Jordan, Bahrain, Palestine Territories).

Violaine Autheman

Senior Advisor and Senior Program Manager, National Center for State Courts

Violaine Autheman is a Senior Advisor and Senior Program Manager at the National Center for State Courts responsible for justice sector programming in Europe, North Africa, and South Asia. Ms. Autheman has served as technical expert and team leader on a number of U.S.-funded programs to strengthen the Rule of Law and improve governance in the justice sector, including as Deputy Chief of Party of the USAID Justice Strengthening Program in Kosovo (2010-2011), Chief of Party of the USAID Justice for All Program in Bangladesh (2013; 2014-2015); and Project Director of the State Department INL Improving Court Administration Program in Tunisia (2016-2018). In Bangladesh, Ms. Autheman has conceptualized training and resources designed to equip judicial leaders, judges, and staff with the tools necessary to conduct self-assessments and undertake reforms to achieve court excellence and address delays in case processing. In Kosovo and Tunisia, Ms. Autheman conceptualized and directed the implementation of Model Courts Programs, high-impact programs designed to promote innovation, adapt best practices, and commit to transformational reforms in court administration, enabling courts to pursue excellence and improve the efficiency and accessibility of services. Specialized in civil procedure, enforcement of judgements, case management, and public accountability, Ms. Autheman has extensive experience with the design and delivery of results-oriented change plans in the justice sector. Ms. Autheman has developed and managed legal and judicial reform assessments and programs to improve judicial efficiency, accountability systems, and access to justice in countries as diverse as Kosovo, Serbia, Bosnia and Herzegovina, Lebanon, Egypt, Morocco, Tunisia, Liberia, China, and Haiti. Ms. Autheman is a published author on judicial councils, judicial independence, and other rule of law reform topics. Ms. Autheman has an LLM in International Legal Studies from American University, Washington College of Law, and has a degree in French and Anglo-American Law and Masters Diploma in Applied Legal Studies from the University of Paris X, France. She is fluent in English and French and is proficient in Albanian and Spanish.

Jim Baugher

Mark Beer

Chief Executive and Registrar, DIFC Courts



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Mark Beer is Chief Executive and Registrar of the DIFC Courts in Dubai, United Arab Emirates. Mark is also a Judge of the Courts' Small Claims Tribunal, Chairman of the Courts' Users' Committee, a Member of the Rules Subcommittee and Registrar of the Special Tribunal Related to Dubai World. In 2010 Mark was appointed for a year's term as a Member of the World Economic Forum's Global Agenda Council on the International Legal System and he is Vice-President of the Middle East for the International Association for Court Administration. Under Mark's direction, the Courts have secured a reputation as one of the most efficient and advanced commercial courts in the world. He has overseen the launch of various judicial firsts for the Middle East, including a Code of Professional Conduct, a Pro Bono programme and a common-law training academy. He has played a key role in the development of the Courts' many formalized relationships with partner judicial systems in the region and beyond. Mark has also overseen the implementation of an electronic case management system to enhance the efficiency of the Courts' operations, making the DIFC Courts one of the first paperless courts in the world. To increase understanding of the DIFC Courts within the UAE's legal community, Mark, with the assistance of the resident Judges and the Courts' team, has worked to establish a DIFC Courts' Legal Practitioners' Series that presents quarterly seminars and lectures on matters that concern the DIFC Courts' working practices and related issues. He was also involved in the establishment of the DIFC Courts' Academy, committed to training lawyers about the best practices for conducting litigation in common law courts such as the DIFC Courts. Mark has played a key role in developing formal working relationships between the DIFC Courts and the other Courts in the UAE and internationally. In Dubai, he has been involved with formalizing agreements covering enforcement and joint initiatives to promote training with the Dubai Courts. The DIFC Courts are an important component of the DIFC's international business offering, and accordingly, Mark has represented the Courts to increase awareness of the DIFC's world-class judicial framework. Mark joined the DIFC Courts after five years working at MasterCard Worldwide in Dubai where he had served as the company's Regional Legal Counsel for South Asia, Middle East and Africa and was later promoted to Vice President, heading MasterCard's Government Relations and Corporate Services across the same region. Previously, Mark worked in the corporate finance team of Man Investments in Switzerland and prior to that in private practice both in the UK and the UAE.

James Beight

Dewberry Architects Inc.

Mr. Beight is an architect with close to 30 years of experience in the design and planning of courthouse facilities throughout the United States. He is the AIA's liaison to NACM and has worked closely to foster stronger relationships between two professional organizations.

T.J. BeMent

District Court Administrator, 10th Judicial District of Georgia

Bill Berger

US Marshal, US District Court for the Middle District of Florida

Fabricio Bittencourt Da Cruz

Former Secretary-General, Brazilian National Council of Justice



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FABRÍCIO BITTENCOURT DA CRUZ is the former Secretary-General of the Brazilian National Council of Justice. He also works as Constitutional Law Professor at State University of Ponta Grossa - School of Law. After have served for three years as Prosecutor, he was appointed Federal Judge, his actual career. He also served for two years as Magistrate Judge at the Brazilian Supreme Court. Fabrício earned the Master in Law degree (Sc.M) at the Pontifícia Universidade Católica do Paraná, and the Doctor in Law degree (Ph.D) at the Universidade of São Paulo. As Secretary-General of the Brazilian National Council of Justice, Fabrício worked mainly in the field of administration of justice. He also acted as co-coordinator on the Conciliation and Mediation System and as member of Electronic Process Advisory Council, both on the Federal Court of the 4th Region.

Rita Blandino

Deputy Director, Domestic Violence Unit, Superior Court of the District of Columbia

Rita Blandino is the Deputy Director of the Domestic Violence Unit and has been with the Courts for over 10 years. Ms. Blandino was instrumental in the development and implementation of the DV Unit's Electronic Check-In System. She also developed and implemented an Electronic Sign-In System in the D.C. Courts' Crime Victims Compensation Program where she began her career with the Courts as a Legal Claims Examiner. Before joining the Courts, Ms. Blandino worked for agencies such as Women Empowered Against Violence (WEAVE), AYUDA, and Safe Horizon in New York serving victims of domestic violence in various capacities. She has a Master's degree in Public Administration from George Mason University and a Bachelor's degree in Philosophy, Politics, and Law from the State University of New York at Binghamton. Ms. Blandino also holds a Certificate in Court Management from the National Center for State Court's Institute for Court Management.

Ivana Borzova

Lawyer, Ministry of Justice, Prague

After finishing the Charles University in Prague, I had a short work in the law office. Since 1993, I am working in the Ministry of Justice of the Czech Republic. I was dealing with complaints and then in the Department of Judicial Supervision. I am specialized in civil law. My main task is to supervise the work of courts, especially with regard to the length of civil proceedings, but I am also involved in any other business concerning non-criminal matters; for example, I participated in introducing mediation in non-criminal cases into Czech legal system. I represent the Czech Republic in the European Commission for the Efficiency of Justice (CEPEJ) of the Council of Europe, I participated in its different activities, such as member of the working group on mediation - CEPEJ-GT-MED and member of the SATURN Centre for judicial time management. Currently I am also member of the Bureau.

Kevin Bowling

Court Administrator, 20th Circuit Court of Michigan

Cate Boyko

Manager, Minnesota Judicial Branch Statewide Conservator Account Auditing Program

Cate Boyko is the manager of the Minnesota Judicial Branch Statewide Conservator Account Auditing Program. Cate was the project manager for the award winning MYMN Conservator (MMC). MMC is an online application used by Minnesota conservators to electronically file inventories and annual accounts with



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Minnesota courts. Cate has extensive experience with program administration, project management, auditing supervision, and white collar crime investigation. Prior to her position with the Minnesota Judicial Branch, Cate was with the Minnesota Department of Revenue and the Royal Canadian Mounted Police. She has a Master of Public Administration.

David Bradley

Clerk of Court, Southern District of Texas

L. Karl Branting

Principal Artificial Intelligence Engineer, MITRE Corporation

L. Karl Branting, attorney and Ph.D. computer scientist, is a Principal Artificial Intelligence Engineer at the MITRE Corporation, where he has helped to design and implement data analytics for the Federal Judiciary. Dr. Branting was a US Supreme Court Fellow (2000-2001), Fulbright Senior Scholar, president of the International Association for Artificial Intelligence and Law (2002-2004), former professor at the University of Wyoming department of computer science, and NSF Career Award recipient, and has over 40 publications on legal and judicial applications of Artificial Intelligence.

Marilyn Bromberg

Senior Lecturer, University of Notre Dame, Australia

Dr. Marilyn Bromberg, PhD, BBA (Hon), LLB (Dist), Grad Cert University Teaching, is an internationally renowned academic and sought after guest speaker in the areas of social media and the courts and Health Law. She works as a Senior Lecturer at the University of Western Australia Law School, the Principal at Dr. Bromberg Legal and as a consultant and researcher for various legal organizations. Originally from Toronto, Canada, Marilyn commenced work as a freelance journalist for Canada's largest newspaper, The Toronto Star, at the age of 14. Marilyn has been interviewed on TV, radio and other media outlets about her research many times. Some of the venues where Marilyn has spoken include: Harvard University, The Supreme Court of Canada, The Supreme Court of Western Australia, the Melbourne Law School at the University of Melbourne and the Australian National University Law School.

Dave Byers

Administrative Director of the Courts, Arizona Supreme Court

Dave Byers is the Arizona Supreme Court's Administrative Director of the Courts. He is responsible for an overseeing the operations of the Arizona Court system with over 10,000 employees and a total budget of \$740M. The system also operates both juvenile and adult probation and 13 juvenile detention centers. Byers began his career with the court in 1978 as the first Director of the Foster Care Review Board. Before being appointed Administrative Director by the Arizona Supreme Court in 1992, Byers past positions included Director of the Program Services Division, Director of Adult and Juvenile Probation, and Deputy Director of the Arizona Supreme Court. Byers has also served as Chairman of the \$34B Arizona State Retirement System; and is currently a member of the State Bar of Arizona; Member of the Arizona Criminal Justice Commission; member of the ABA Legal Education and Admissions Council; a member of the Arizona Prosecuting Attorney's Advisory Council; and the Department of Justice Global Advisory Committee. He is the Founder and first President of the National Association of Foster Care Reviewers, and Cofounder of the Arizona Friends



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of Foster Care Foundation. He served on, the Board of Directors, National Centers for State Courts, 2000-2001; President, Conference of State Court Administrators 2000-2001. In 2012, Byers was honored with the Gabe Zimmerman Leadership Award and received the 2013 Warren E. Burger Award. He is the recipient of the National Centers Distinguished Service Award, the Arizona Supreme Courts Distinguished Service Award, the State Bars award of Appreciation and was the Cedar Falls, Iowa, Man of the Year in 1970. B.A., Northern Iowa University. Master's degree, Arizona State University.

Mary Celeste

Judge (retired), Denver County Court

Judge Mary A. Celeste (ret.) sat on the Denver County Court bench 2000-2015. She was the Presiding Judge 2009 and 2010 and the co-founder of the Denver County Court Sobriety Court. She is the current chair of ABA National Conference of Specialized Courts and Faculty for the National Center for DWI Courts (NCDC) and the National Judicial College (NJC). She has served as the President of the American Judge's Association and the Colorado Women's Bar Association Foundation, and, as a National Highway Traffic Safety Administration (NHTSA) Judicial Outreach Liaison. She has written many articles and is a national speaker on the topics of marijuana, marijuana drug impaired driving and specialty courts. She has presented to NADCP, APPA, AJA, ABA, DATIA, NHTSA, Lifesavers, Pennsylvania DUI Association, Michigan and Louisiana Association of Drug Court Professionals and to Judges, Specialty Court Conferences, and Safety Highway Offices in the States of Arizona, Colorado, Florida, Georgia Pennsylvania, Massachusetts, Michigan, Nebraska, Nevada, North Carolina, North Dakota, Oklahoma, Texas, Utah, Washington, Wyoming and in Canada.

Paulo Cezar Neves Junior

Judge Administration Chief, Judiciary Federal Section, State of Sao Paulo, Brazil

Paulo Cezar Neves Junior is the current Judge Administration Chief of the Judiciary Federal Section of the state of São Paulo/Brazil. He is a doctoral student in Financial Law at the University of São Paulo, researching the application of corporate governance techniques in judicial management. He has master's degree and especialization in Law. He also integrates a research group in Brazil in the area of Judiciary Budget, Management and Public Policy at the University of São Paulo. He has articles published, having organized events in Brazil and abroad also in such areas. He is former president of the Regional Federal Judges Association (2013 - 2015) and was the First Secretary of the National Federal Judges Association - AJUFE between 2008 and 2010. Currently, he is also Federal Judge at the Eleventh Appeals Panel of the Special Federal Courts of São Paulo and professor of financial law and civil procedural law.

John Cipperly

International Development Program Manager, National Center for State Courts

John Cipperly is an International Development Program Manager with more than 10 years of experience in the design and management of Rule of Law, Governance and Anti-corruption programs for USAID, INL, and other donors. Cipperly has developed or managed programs in Latin America (Colombia, Honduras, Guatemala, El Salvador, Costa Rica and the Dominican Republic), Eastern Europe (Serbia & Kosovo); and Sub-Saharan Africa (Nigeria, Uganda). As Senior Program Manager, he is responsible for developing and expanding NCSC's portfolio of programs that address justice sector transparency and accountability. His interests include: justice sector integrity and anti-corruption; Rule of Law problem identification and program



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design, monitoring and evaluation; public trust in judicial systems; and sociological studies of legal systems. He is a native English speaker and fluent in Spanish.

Genevieve Citrin Ray

Senior Program Associate, Justice Programs Office, School of Public Affairs, American University

Genevieve Citrin Ray is a Senior Program Associate at the Justice Programs Office, a center at the School of Public Affairs at American University. Genevieve graduated from the Ford School of Public Policy at the University of Michigan with her Master's in Public Policy in 2015. Prior to attending the Ford School, she worked as an investigator for the Public Defender Service for the District of Columbia for four years. As an investigator, she realized she wanted to pursue a degree in public policy, focusing on criminal justice reform. At the Ford School, she conducted a qualitative research study that examined how incarceration impacts not only the individual incarcerated but also their families. Genevieve also worked with the Washtenaw County Office of Community Corrections to help create a jail reentry program. Genevieve received her B.A. from Tufts University and grew up in the D.C. area.

Tom Clarke, Ph.D.

Vice President, Research and Technology, National Center for State Courts

Tom Clarke has served for the last twelve years as the Vice President for Research and Technology at the National Center for State Courts. Before that, Tom worked for ten years with the Washington State Administrative Office of the Courts first as the research manager and then as the CIO. As a national court consultant, Tom speaks frequently on topics relating to effective court practices and the redesign of court systems to solve business problems. Tom is currently working on litigant portals, case triage best practices for self-represented litigants, new non-lawyer roles, and access policies. He actively consults on a wide variety of court administration topics.

Nicole Cochran

JD, MPP Candidate, College of William and Mary

Nicole Cochran is a J.D. and M.P.P. candidate at William & Mary. She received her undergraduate degree in Economics summa cum laude at the University of Mary Washington in 2013. Nicole spent two years working for a client-centered microfinance institution operating in El Progreso, Honduras. While there, she designed two loan programs, managed the loan portfolio, and led the transition to a new management information system and loan disbursement protocol. As a graduate student at William & Mary she has interned with Open Development Cambodia, where she researched Cambodian land law and wrote content for the organization's open data platform. Nicole has also worked as the Thomas Jefferson Fellow at the National Center for State Courts and is currently at the United States Institute of Peace in the Rule of Law, Justice, and Security sector.

Maureen Conner

Professor and Director, Judicial Administration Program and JERITT Project at Michigan State University School of Criminal Justice

Dr. Maureen E. Conner is a professor and director of the Judicial Administration Program and JERITT Project at Michigan State University (MSU) School of Criminal Justice. Dr. Conner joined MSU in 1991 where she was responsible for creating the foundational knowledge base for judicial branch education, which resulted in



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the publication of numerous monographs, multiple resource guides, and articles. She launched and continues to lead the Master of Science degree and two certificate programs in judicial administration where she teaches students from across the globe and publishes on the topic of judicial administration and leadership. Dr. Conner consults frequently with courts and other judicial branch organizations within the United States and across the Americas, the Middle East, Eastern Europe, and Southeast Asia. Dr. Conner holds a doctorate degree in sociology, a master's degree in public administration, and a bachelor's degree in criminal justice. She is a recipient of the State Justice Institute Howell Heflin Award, the Justice Management Institute Ernest C. Friesen Award of Excellence, and the National Association of State Judicial Educators Karen Thorson Award.

Janet Cornell

Consultant

Janet G. Cornell is a consultant, presenter, and author with US and international experience. From 2002 to 2013 she was Court Administrator, Scottsdale-AZ City Court; from 1998 to 2002 she was IT Consultant, Maricopa County-Phoenix, AZ; and held prior administrative positions: Superior Court, Justice Courts, and US District Court. Expertise includes: leadership, governance, caseflow, reengineering, performance measurement. She contributed to the NACM Court Administrator Guide and Core Competencies. Projects include: Arizona, Australia, Florida, Georgia, Guam, Illinois, Kansas, Micronesia, Missouri, Nevada, New Mexico, Ohio, Oregon, Palau, Serbia, Tennessee, Texas, Virginia, and Washington. Memberships include: National Association for Court Management, International Association for Court Administration. Education includes: Masters of Public Administration and Bachelor of Arts-Arizona State University; Graduate Fellow-Institute for Court Management; Certificate-Leadership Institute for Judicial Education-University of Memphis; and Certificate-Leader Coach Institute, AZ. Hobbies include travel and driving race cars.

Renee Danser

Deputy Director, Self-Represented Litigant Network

Renee L. Danser, Esquire, is Deputy Director of the Self-Represented Litigation Network (SRLN) where she oversees operations of the SRLN alongside the Executive Director, Katherine Altener. The SRLN connects lawyers, judges, and allied professionals who are creating innovative and evidence-based solutions so that self-represented litigants have meaningful access to the courts and get the legal help they need. Ms. Danser attained a Bachelor of Arts and her J.D. from the University of Pittsburgh. She graduated from the Institute for Court Management Fellows Program in May of 2013 where her project was awarded the Vice President's Award of Merit for Applied Research. Ms. Danser began her career as a court manager when she chaired the multidisciplinary committee to unify the family court in Pittsburgh under the best practice principles of "One Judge/One Family". Thereafter Ms. Danser began oversight of self-represented litigant services. Ms. Danser then went on to oversee all court operations as the Court Administrator for the 43rd Judicial District of Pennsylvania before beginning her work with the SRLN. Ms. Danser served on the Board of Directors for the National Association for Court Management (NACM) as the Membership Services Committee Chair. She continues to serve as NACM's liaison to the SRLN and the American Bar Association (ABA). Currently, she serves on the Executive Board of Directors and chairs the Government Relations Committee of the Monroe County Bar Association and is appointed to the Pennsylvania Supreme Court Domestic Relations Procedural Rules Committee. Ms. Danser is admitted to practice in the Commonwealth of Pennsylvania and is a member of the bar of the Supreme Court of the United States.



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Alfred Degrafinreid

Chief Deputy Clerk, Metropolitan Nashville Criminal Court Clerk's Office

Alfred Degrafinreid serves the Metropolitan Nashville Government in the capacity of Chief Deputy Clerk in the Criminal Court Clerk's Office. His office is responsible for performing clerical duties for the operation of eleven General Session and six State Trial Criminal Courts. Mr. Degrafinreid attained the Bachelor of Science and Master of Public Administration degrees from Tennessee State University, and the Doctor of Jurisprudence degree from Indiana University Robert H. McKinney Law School. Mr. Degrafinreid began his career in court management when appointed as Chief Administrative Officer by the Criminal Court Clerk in 2014. Prior to this appointment he served as Legal Counsel for U.S. Representative Jim Cooper, and has worked in local, state, and federal government having vast legislative experience. Mr. Degrafinreid has been a member of the National Association for Court Management since January 2015. He serves on NACM's Membership Committee and as Vice Chair of the Core Committee.

Tim Dibble

Vice President, Justice Management Institute

Tim Dibble is Vice President of The Justice Management Institute and Adjunct Professor at Michigan State University (MSU). He builds on 23 years working in the justice community and has had extensive national and international experience with federal, state and local government. He has been a practitioner, educator and consultant to courts. He is currently leading a case management initiative for the Maryland courts, including the advancement of differentiated case management and education for the leadership and bench. Other current projects include work with the Seventh Judicial Circuit in South Dakota, and with the Municipal and Traffic Court of New Orleans. Tim recently spent over four years working in the Abu Dhabi Judiciary on a system-wide case management project. He has taught numerous courses in judicial administration with Michigan State University in Abu Dhabi, Ukraine, and throughout the United States. He also recently completed a court consolidation study in Moldova.

Noel Doherty

Principal Officer, Directorate of Reform and Development, Irish Courts Service

Noel Doherty works in the Reform and Development Directorate of the Irish Courts Service where he works on legal and procedural reform in the courts system. He has been involved in a number of reform projects in recent years which included the provision of improved facilities for court users in courthouses.

Laurie Dudgeon

Director, Kentucky Administrative Office of the Courts

As AOC director, Laurie K. Dudgeon administers the Judicial Branch budget, monitors legislation, and works with county, state and national officials on court-related issues. She's responsible for providing administrative support to Kentucky's 404 elected justices, judges and circuit court clerks. Laurie adapted the AOC's organizational structure to meet the current needs of the courts and reduced costs to accommodate deep state budget cuts during the recession. She relocated the AOC from a leased facility to a modern building owned by the commonwealth. Under her leadership the AOC has made groundbreaking changes to its pretrial release process and helped implement penal code and juvenile justice reform. The AOC now offers eFiling and CourtNet 2.0 statewide through its KYeCourts project. Her national involvement includes serving on the board



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of the Conference of State Court Administrators and as co-chair of the National Task Force on Fines, Fees and Bail Practices for the Conference of Chief Justices and COSCA. She is an alumna of the Toll Fellowship Program. Laurie previously practiced law in Kentucky and South Carolina. She was also executive director of the Kentucky Office of Drug Control Policy and a staff attorney in the Kentucky Justice and Public Safety Cabinet. She has a bachelor's degree and juris doctor from the University of Kentucky.

Kevin Eide

Judge, Carver County

Judge Kevin W. Eide was appointed to the First District bench in January, 2001 and is one of four judges chambered in Carver County. Prior to being appointed to the bench, Judge Eide worked for a private law firm in Egan, Dakota County, focusing on trial work including criminal prosecution, criminal defense and civil litigation. Judge Eide has taught at several continuing education courses for attorneys and the judiciary. He has worked extensively with Minnesota State Court Administration, previously chairing the Juvenile Protection Rules Committee and currently chairing the Court Operations Advisory Workgroup.

Harold Epineuse

Institut des Hautes Etudes sur la Justice

Amgad Fayad

Judiciary Engineering & Modernization Center (JEMC) Chief Cybersecurity Engineer, Mitre

Amgad Fayad is the Judiciary Engineering & Modernization Center (JEMC) Chief Cybersecurity Engineer. In this role, Amgad provides technical and strategic advice to Judiciary executives towards the goal of understanding and managing mission risk and harmonizing cybersecurity efforts across the Judiciary. Amgad has over 30 years of experience in information technology. His experience includes computer security research, web application vulnerability assessment, penetration testing, software architecture and design, and developing secure distributed software applications. Amgad served as an adjunct faculty member in the Information Systems and Software Engineering (ISSE) department at George Mason University, where he taught core curriculum courses.

Thomas Figmik

US Marshal, US District Court for the Middle District of Florida

Robert Fisch

Senior Vice President, CGL Companies

Mr. Fisch is an architectural planner with a 28-year career focus on the planning and design of courthouses. He is a recognized leader in developing best practices with extensive experience throughout North America, and is a frequent speaker at NACM, AIA and other conferences on the topic of courthouse design.

Danielle Fox

Research and Performance, Montgomery County Circuit Court



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Danielle Fox has the position of Coordinator, Research and Performance at the Circuit Court for Montgomery County, which is located in Maryland. She assists in the implementation of court-wide initiatives and is responsible for informing the research agenda for the court. Dr. Fox performs a variety of analyses related to workload and caseload trends, annual budget submissions and scheduling/case management practices. She also informs the development of applications to support data usage among court personnel. Dr. Fox received her doctorate in criminology and criminal justice from the University of Maryland, College Park.

Karen Freeman-Wilson

Mayor

On December 31, 2011, Karen Freeman-Wilson became the first woman to lead the steel city of Gary, Indiana and the first African-American female Mayor in Indiana.

Despite her breadth of experience throughout the United States, Freeman-Wilson's loyalty and commitment to her hometown has never wavered. Indeed, her compassion for people, coupled with her experience and training, have positioned her for leadership and prepared her to tackle the major challenges facing the city. She previously served as the CEO of The National Association of Drug Court Professionals and Executive Director of The National Drug Court Institute based in Alexandria, VA. With Freeman-Wilson at the helm, the number of drug courts in the U.S. doubled and NADCP became the premier organizational advocate for drug treatment in the judicial arena. Freeman-Wilson has consulted with the Office of White House Drug Control Policy, the Department of Justice and the National Highway Traffic Safety Administration in the creation and implementation of drug policy. As the twice-elected Gary City Judge, she helped pioneer the drug court movement in Indiana.

Freeman-Wilson has also demonstrated public service and leadership in state government. During her tenure as Indiana Attorney General, Freeman-Wilson fought passionately on behalf of youth, seniors and abused nursing home patients. She was one of the first Attorney Generals in the country to combat gas price gouging and to ensure that tobacco settlement dollars were directed towards smoking cessation and health care. While she was the Executive Director of the Indiana Civil Rights Commission, Indiana was one of the first states in the U.S. to pass legislation comparable to the American with Disabilities Act. Her accomplishments and track record of success have resulted in awards from local, state and national organizations.

Freeman-Wilson serves on the National League of Cities' Board Executive Committee, Co-Chair of the Presidential Task Force and the REAL (Race Equity and Leadership) Council. She previously chaired NLC's Crime Prevention and Public Safety Committee. Freeman-Wilson also chairs the Crime and Social Justice Committee for the U.S. Conference of Mayors and the Mayors/Police Chiefs Working Group on Police Community Relations and is also a member of the USCM Advisory Board.

Along with her husband, Carmen Wilson, and their daughter Jordan, Freeman-Wilson resides in the historic Horace Mann neighborhood of Gary, Indiana. She was valedictorian of her graduating class at Roosevelt High School and went on to graduate from Harvard College (cum laude) and from Harvard Law School.

When asked about her commitment to her hometown, Freeman-Wilson often acknowledges that Gary has a history of many obstacles, but quickly notes that the city's challenges pale in comparison to its potential. "Our city is a diamond in the rough and we simply need the right leadership."

Emily Gold LaGratta



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Director, Procedural Justice Initiatives, Court Innovation

Emily LaGratta is the director of procedural justice initiatives and deputy director of training and technical assistance. In this role, she provides consulting services to jurisdictions and develops practitioner resources on a variety of topics and leads the Center's technical assistance efforts on the topic of procedural justice. She provides and coordinates training, site assessments, and site-based implementation efforts for jurisdictions interested in improving litigant perceptions of fairness. She also helps oversee the Problem-Solving Justice Initiative and its Community Court Grant Program in partnership with the Bureau of Justice Assistance at the U.S. Department of Justice. Before joining the technical assistance team, she was on the planning team for several New York-based initiatives, including the Brownsville Community Justice Center and Brooklyn Justice Initiatives. She is a graduate of Pomona College and the University of Wisconsin Law School.

John Greacen

Principal, Greacen Associates, LLC

Currently a principal of Greacen Associates, LLC, Mr. Greacen wrote the seminal article on the difference between legal information and legal advice for court staff in 1995 and continues to publish regularly on the topic. He has evaluated programs to assist self-represented litigants in Alaska, Arizona, Arkansas, California, Florida, Maryland, Minnesota and Virginia. He was consultant to the Arkansas, Florida, Nebraska and Utah judicial branch committees developing strategic plans for providing assistance to self-represented litigants. He has done research on communications in court hearings involving two self-represented litigants. He was editor of the California Benchbook on Self-Represented Litigants and author of the benchbook chapter on judicial ethics. He has made educational presentations on dealing with self-represented litigants in many states and in Canada. He was responsible for planning, facilitating, and drafting the final report for the 2012 Legal Services Corporation-sponsored Summit on the Use of Technology to Enhance Access to Justice, which recommended the creation of statewide triaging portals to achieve the goal of providing every person with a civil legal problem with some form of effective assistance to address the problem. Mr. Greacen received the National Association for Court Management Award of Merit in 1999 for his contributions to the profession of court administration, including his research and technical assistance on caseload management, electronic filing and other technology applications in the courts, performance measurement, and leadership development. Mr. Greacen is Project Consultant to the Self-Represented Litigation Network. He is the principal consultant for the Network's State Justice Institute-funded study of remote delivery of services to self-represented litigants and state rules, statutes and policies relating to remote appearances (by telephone and videoconference) by parties, lawyers, and witnesses. He has been a member of the expert working group developing materials for the Justice for All Project funded by the Public Welfare Foundation to support strategic planning to accomplish the 100% objective of the 2015 CCJ/COSCA resolution in multiple states. He is the consultant to the Pew Charitable Trust to help develop a proposal for the Trust's Board to enter the Access to Justice arena.

Frank Greene, FAIA

Principal, CGL Ricci Greene Associates

Frank J. Greene, FAIA, Principal of CGL Ricci Greene Associates, is an internationally recognized expert in courts planning and design. He is past chair of the AIA Academy of Architecture for Justice (AAJ), a founding member of the Sustainable Justice initiative of the AIA/AAJ, and is a frequent speaker and writer on justice work. As lead designer and collaborator his buildings have received many design awards. He is a graduate of the



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Howard University School of Architecture and Planning, and continued his studies at the Graduate School of Design at Harvard University.

Kathryn Griffin

Court Administrator, St. Joseph County Circuit/Probate Court

Kathy Griffin is the Court Administrator for St. Joseph County Circuit/Probate Court in Centerville, Michigan.

Patricia Griffin

State Court Administrator, Administrative Office of the Courts

Margaret Hagan

Lecturer, Legal Design Lab

Margaret Hagan directs the Legal Design Lab, an R&D lab for more accessible, intuitive, and engaging legal services at Stanford Law School's Center on the Legal Profession. She is a lecturer at the Stanford Institute of Design (the d.school), and a lawyer with a JD from Stanford. Her blog on legal innovation is <http://openlawlab.com>.

Dan Hall

Vice President of Court Consulting Services, National Center for State Courts

DANIEL J. HALL is Vice President of the National Center for State Courts (NCSC), Court Consulting Services Division in Denver, Colorado. He has provided consulting services to all 50 US States and 4 US territories. He has worked internationally in 20 countries including in Australia, Bangladesh, Bhutan, Bulgaria, Chile, Costa Rica, Greece, Indonesia, Malaysia, Micronesia, New Zealand, Netherlands, Nigeria, Palau, Peru, Philippines, Solomon Islands, Spain and Singapore. He directed the development of CourTools (2005) and guided the revision of the Conference of Chief Justices'/Conference of State Court Administrators'/American Bar Association's Trial Court Model Time Standards (2011). He is founding member of the International Consortium for Court Excellence (ICCE) that produces the International Framework for Court Excellence (IFCE). He serves on the Consortium's Executive Committee. He has served as an adjunct professor at Denver University College of Law. He holds a Bachelor of Arts in Sociology and a Masters of Public Administration from the University of Colorado at Boulder.

Nathan Hall

Architect and Senior Court Security Consultant, National Center for State Courts

Nathan Hall is a registered Architect and Senior Court Security Consultant for the National Center for State Courts. Since joining the National Center in 2008, he has been involved in over 150 court facility and security projects for state and local courts across the nation. His expertise includes court security assessment, facility planning and design, and court technology planning. Mr. Hall is the staff liaison to the Conference of Chief Justices and Conference of State Court Administrators (CCJ/COSCA) and is the primary editor of the 2016 Steps to Best Practices for Court Building Security published by the NCSC. Mr. Hall provides training to court



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and security professionals regarding court security design and has published multiple articles about courthouse planning and design appearing in *Courts Today* and in the NCSC Future Trends series.

Joseph Hamm

Professor, Michigan State University

Paula Hannaford-Agor

Director of the Center for Juries Studies, National Center for State Courts

Paula L. Hannaford-Agor, the Director of the Center for Juries Studies, joined the Research Division of the National Center in May 1993. In this capacity, 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.

Specific research efforts include:

- A pilot test of jury instructions intended to reduce the impact of implicit bias on juror decision-making;
- Development of a judicial curriculum on preventing and addressing Internet-related juror misconduct;
- A series of case studies of summary jury trial programs in six jurisdictions;
- A pilot study of juror and jury use of new media;
- A study of juror utilization in the Superior Courts of California; Development of the *Jury Managers' Toolbox*, an online diagnostic tool to help court administrators, administrative judges, and jury managers evaluate the effectiveness of their jury operations;
- A national survey of judges, lawyers, and jury managers on existing jury improvement efforts;
- A national study of civil bench and jury trials in 46 large, urban courts in 2001;
- A multi-site examination of the frequency and causes of hung juries in felony cases;
- An analysis of judicial removal of jurors for cause and attorney use of peremptory challenges in the Superior Courts of California;
- A compilation of innovations in jury management technology; and
- An evaluation of the impact of Arizona Civil Rule 39(f) permitting jurors in civil cases to discuss the evidence among themselves.

She has authored or contributed to numerous books and articles on the American jury including *Jury Trial Innovations* (2d ed. 2006), *The Promise and Challenges of Jury System Technology* (NCSC 2003), and *Managing Notorious Trials* (1998). She is faculty for the ICM courses *Jury System Management* and *Promise and Challenges of Jury System Technology*. As adjunct faculty at William & Mary Law School, she teaches a seminar on the American jury.

Ms. Hannaford-Agor received the 2001 NCSC Staff Award for Excellence. In 1995, she received her law degree from William & Mary Law School and a Master's degree in Public Policy from the Thomas Jefferson Program in Public Policy of the College of William and Mary.

Georgia Harley



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Justice Reform Specialist, Governance Global Practice of the World Bank

Georgia Harley is a Justice Reform Specialist in the Governance Global Practice of the World Bank. In that capacity, she leads projects, research and policy dialogue on justice reform with a range of countries, including in Croatia, Serbia, Montenegro, Bosnia and Herzegovina, Bulgaria, Romania and Kenya. Prior to joining the Bank, Ms. Harley was Executive Legal Adviser to the Australian Department of Foreign Affairs and Trade and Senior Legal Officer to the Australian Attorney-General's Office of International Law. She earned a Bachelor of Arts and Laws (Honours) from the University of Queensland, a Master of Laws from the Australian National University and a Master in Economic Development Policy from Duke University. Ms. Harley has recently published for the Sanford Journal of Public Policy and the World Bank Legal Review. Ms. Harley also runs a blog series on justice reform at <http://blogs.worldbank.org/team/georgia-harley>

Elena In`es Highton de Nolcisco

Deputy Chief Justice, Argentina

-Deputy Chief Justice Supreme Court- Argentina (2004). -National Trial Judge (1979 - 1994) - Appellate Court Judge (1994-2004). -Lawyer and Juris Doctor, Buenos Aires University. -Graduate studies in United States- Harvard Law School; Judicial College - Nevada University. -Emeritus Professor, Civil Law, Buenos Aires University. -Author of books on Civil Law, Dispute Resolution, Private Law Reform, Judicial Reform, Code of Procedure, Civil Code, etc. -Author of other legal publications and law review articles. -Lecturer on Civil Law, Dispute Resolution and judicial policies. -Special Award (CPR Institute for Dispute Resolution, U.S.A.) -Mary Parker Follet Award (Society of Professionals in Dispute Resolution U.S.A.) -Peace and Harmony award, Salta, Argentina, 2010. -Human Rights Award 2010, International Association of Women Judges, Seoul, Korea. -One of the three co-authors of Bill for Civil and Commercial Code.

Mary Kay Hudson

David Insinga

Chief Architect, PBS Office of the Chief Architect, U.S. General Services Administration

David Insinga joined the GSA in 2007, and in 2017 was appointed Chief Architect. He serves as the Senior Advisor to the Administrator of GSA and to the Commissioner of the Public Buildings Service (PBS) regarding federal architecture and design policy and innovation. Prior to assuming his current position, Mr. Insinga served as the Director for Design Excellence. His work focuses on the planning, design and construction of federal courthouses, land ports of entries and federal office buildings. Current work includes almost \$1 billion of courthouse projects funded in FY16.

Kevin Iwersen

Jane Johnston

Associate Professor, School of Communication and Arts, The University of Queensland, Australia

Johnston is an internationally recognized communication scholar who has published widely on the interface between courts, media and the public. She has consulted to national and state courts and government bodies,



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presented at multiple judicial and courts administration conferences/workshops, and collaborated internationally on projects about court-related topics.

Ingo Keilitz

Principal, CourtMetrics

Dr. Ingo Keilitz is principal of CourtMetrics, a consultancy in Williamsburg, Virginia, U.S., in governance, judicial reform, and justice system strengthening; he is a Research Associate of the Institute for the Theory and Practice of International Relations, and Research Professor of Public Policy at the College of William and Mary, Williamsburg, U.S.; and a Fulbright Scholar. He is a former Senior Justice Reform Specialist at the World Bank in Washington, D.C. and former Vice President of the National Center for State Courts and has worked with over a hundred justice institutions and legal organizations in Africa, the Balkans, Eastern Europe, the Mid-East, East Asia and the Pacific, Canada, and the Caribbean, as well as all 50 states of the United States.

Peter Kiefer

Civil Court Administrator, Maricopa County Superior Court

Peter C. Kiefer has been with the Maricopa Superior Court since 2001 first as the Criminal Court Administrator, and now as Civil Court Administrator. Previously he was Manager of Trial Court Services for the California Administrative Office of the Courts and Director of Trial Court Programs Division for the Oregon State Court Administrator's Office. He has consulted with the judicial systems in Liberia; Moldova, and Beirut, Lebanon, as well as being part of a NACM delegation to the People's Republic of China. He received NACM's Award of Merit; graduated from Santa Clara University with his bachelor's; got his Masters of Public Administration from the University of Southern California; and is a Fellow with the Institute for Court Management.

John King

Branch Chief, District of Columbia Courts Family Court Self-Help Center

John King is the Branch Chief of the District of Columbia Courts Family Court Self-Help Center. The center is a free walk-in service that provides the self-represented with general legal information in a variety of family law matters. John is a member of the District of Columbia, Maryland and Virginia Bars. He received his B.A. in Communications from Stanford University and his law degree from the Marshall-Wythe School of Law at the College of William and Mary. John was involved in the implementation of the Family Court Self Help Center's electronic check-in system.

Matthew Kleiman, Ph.D.

Principal Court Research Consultant, National Center for State Courts

Matthew Kleiman, Ph.D., is a Principal Court Research Consultant with the National Center for State Courts in Williamsburg, Va. He has worked extensively in the U.S. and abroad on projects relating to the development of resource assessment models for judicial officers, court staff, prosecutors and public defenders. Specifically, he served as project director for the development of staffing standards for the allocation and projection of future resource needs in Alabama, Georgia, Maryland, Michigan, North Carolina, Virginia, Bulgaria, Ontario (Canada), Kosovo, Serbia, and the West Bank. His research emphasizes the development of tools for justice system partners to effectively and efficiently manage their organizations. Recent work has focused on the



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implementation of court specific performance measures, strategic planning, and caseload management. He holds a doctorate in political science from Michigan State University.

Phillip Knox

Principal Consultant, KSA Consulting Services LLC

Phillip Knox is the principal consultant of KSA Consulting Solutions, LLC. The firm provides services for courts, government and private business. Prior to establishing KSA he was the General Jurisdiction Court Administrator for the Superior Court of Arizona in Maricopa County. Responsibilities included court operations, caseload management and strategic planning. Previously he spent four years as the Deputy Court Administrator, and six years as the Family Court Administrator. Prior to his assignment in Family Court he worked as a general court operations administrator for the Superior Court; deputy court administrator in the Maricopa County Justice Courts; Pretrial Director in Yuma County, Arizona; and as a supervisor with the Pretrial Services program in Harris County, (Houston) Texas. Educational background includes studies in public administration, criminal justice management and law. Phil has served as a director on the Board of NACM and chairperson of the NACM Communications Committee and is the current editor for the Court Manager. He is a graduate Fellow of the National Center for State Courts, Institute for Court Management (May 2000). He is the recipient of numerous awards including the Child Advocates Inc. Speakers Bureau Appreciation Award, the Arizona Family Support Council President's Award, and the National Center for State Courts Director's Award of Merit for Applied Research for his work in family and juvenile courts.

Carol Krafka

Greg Lambard

Chief Probation Officer, Burlington Vicinage, New Jersey Courts

Greg Lambard began his career with the State of New Jersey in 1991 after obtaining a BA in Criminal Justice from the University of Maryland and a MA in Criminal Justice from Rutgers University. He has served in the State Judiciary as a court administrator and as a researcher/statistician. Additionally, he served two years in the New Jersey Governor's Office in the information technology area as Special Assistant to the State's Chief Information Officer. He has worked in the NJ Judiciary in the Essex County Criminal Division, AOC-Family Practice Division, and in the Morris Vicinage Family, Operations, and Criminal Divisions (serving as Division Manager in each). He is currently the Chief Probation Officer in the Burlington Vicinage, co-chair of the Statewide Conference of Chief Probation Officers, the Secretary to the Board for the Mid-Atlantic Association for Court Management, and a Director on the Board of the National Association for Court Management. Additionally, he serves on the strategic planning committees of both MAACM and NACM.

Philip Langbroek

Head of the Institute for Jurisprudence, Constitutional and Administrative Law, Utrecht University

Dr. Philip M. Langbroek is professor of Justice Administration and Judicial organization at the Utrecht School of Law, Utrecht University, the Netherlands. Trained in public administration and law, he has taught Dutch administrative law and public administration for many years and published widely on administrative law and Ombudsmen. Inspired by the change processes in the Dutch judiciary, Langbroek has focused his research on justice and court administration, and organized, directed and participated in several international research



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projects in this field. Other interests are ICT's in justice organizations and transnational judicial cooperation in Europe. Those interests have resulted in many publications, some of which are: Final Report: Towards a common evaluation framework to assess mutual trust in the field of EU judicial cooperation in criminal matters (with Pim Albers, Pascal Beauvais, Jean-François Bohnert, Martin Böse,, Alain Renier and Thomas Wahl). Ministry of Security and Justice, The Hague 2013 Designing Administrative Pre-Trial Proceedings, Eleven publishers, The Hague, December 2012. (with Anoeska Buijze and Milan Remac). Quality Management in Courts and in the Judicial Organizations in 8 Council Of Europe Member States, A qualitative inventory to hypothesise factors for success or failure, Strasbourg, Council of Europe Publishing CEPEJ(2011). Administering Courts and Judges, Rethinking the tension between accountability and independence of the judiciary, 30 October 2009, inaugural lecture, pp 1-32. The Right Judge for each Case, a comparative study of case assignment and impartiality in 6 European countries, Metro, Intersentia, Antwerp 2007. (with Marco Fabri, editors and research-directors) Langbroek chaired the EGPA studygroup on Management and delivery of justice (2000-2006), and the EGPA Studygroup on Law and Public Administration. Currently he chairs the EGPA studygroup on Justice and Court Administration. He is a member of the editorial board of Utrecht Law Review and is managing editor of the International Journal for Court Administration. Furthermore he is member of the editorial board of the Schriftenreihe Justizforschung, published by Stämpfli Verlag AG, Bern, Switzerland; Nomos Verlagsgesellschaft, Baden-Baden, Germany; and Jan Schramek Verlag KG, Vienna, Austria. To date he is the Head of the Institute for Jurisprudence, Constitutional and Administrative Law of Utrecht School of Law.

Kathy Laster

Christina Malia

Gary Marchant, Ph.D

Faculty Director, Center for Law, Science & Innovation

Regents' Professor of Law, Arizona State College, Sandra Day O'Connor University College of Law

Gary Marchant, Ph.D., J.D., M.P.P., serves as the Regents' Professor and Lincoln Professor of Emerging Technologies, Law & Ethics, and Faculty Director of the Center for Law, Science & Innovation, at the Sandra Day O'Connor College of Law, Arizona State University (ASU). He also serves as a Professor at the School of Life Sciences and Distinguished Sustainability Scientist at the Global Institute of Sustainability at ASU. Professor Marchant's research interests include the governance of emerging technologies, legal aspects of personalized medicine, use of genetic information in the legal system, legal aspects of risk assessment and risk management, and the application of science and technology in the legal system. He teaches courses such as Law, Science & Technology; Genetics and the Law; Biotechnology: Science, Law and Policy; Health Care Technologies; and Big Data, Privacy, and Emerging Technologies. Prior to joining the College faculty in 1999, Professor Marchant was a partner at the Washington, D.C., office of Kirkland & Ellis, where his practice focused on environmental and administrative law. During law school, he was Editor-in-Chief of the Harvard Journal of Law & Technology and editor of the Harvard Environmental Law Review, and was awarded the Fay Diploma (awarded to top graduating student at Harvard Law School). Professor Marchant frequently lectures about the intersection of law and science at national and international conferences. He has authored more than 120 articles and book chapters on various issues relating to emerging technologies. Among other activities, he



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has served on five National Research Council committees, has been the principal investigator on several major grants, and has organized dozens of academic conferences and workshops on law and science issues.

Barbara Marcille

Court Administrator, Multnomah County, Oregon

Luis Maria Palma

President, E-Justicia Latinoamérica

Luis serves as President of E-Justicia Latinoamérica, Vice President of IACA for Central and Latin America and Director of the International Institute for Justice Excellence (IIJE). He is a lawyer, with a PhD in Political Science, a PhD in Sociology, a Doctorate and a Post PhD in Law, and works as Dean of the School of Graduate Studies of the University of Belgrano and Director of the Center of Judicial Studies of the University of Buenos Aires Law School, Argentina. Luis served as General Coordinator of the National Judicial Management Commission of the Supreme Court of Justice of Argentina and, during almost two decades, consultant to reform projects developed by UNDP, USAID and other organizations. He has taught 207 courses in America and Europe, covering subjects as Case Management, Court Administration, Model Courts and Law & Economics. Luis currently works in the development of court administration models in Latin America.

Jennifer Marie

Judge, Singapore

Jennifer Marie is the Deputy Presiding Judge and Registrar of the State Courts (Singapore). She performs both judicial and administrative functions at the State Courts. Ms. Marie graduated from the National University of Singapore with a Bachelor of Laws degree in 1983. Subsequently, she obtained a Master of Laws degree from the University of London in 1990. She joined the Legal Service and was posted to the then Crime Division of the Attorney-General's Chamber as a Deputy Public Prosecutor and State Counsel. There she rose to be a Chief Prosecutor at the Criminal Justice Division of the Attorney-General's Chambers and was appointed Senior Counsel in 2010. She was awarded the Public Administration Medal (Silver) in 1999 and the Public Administration Medal (Gold) in 2016 for her invaluable contributions to the administration of justice. She has been appointed as a Principal Mediator at the Singapore Mediation Centre and also a Healthcare Mediator. She is also a member of the Executive Board of the International Consortium for Court Excellence and has delivered a number of papers at international conferences and meetings on the State Courts journey towards greater organizational excellence in the administration of justice. In addition to her judicial and administrative functions, she is also an Adjunct Professor at the Law Faculty of the National University of Singapore.

Julieta Marotta

Deputy Academic Programme Director, Master Public Policy & Human Development, MGSoG/UNU-MERIT, Maastricht University

Julieta Marotta is deputy academic programme director of the Master Public Policy and Human Development programme (MPP) at MGSoG/UNU-MERIT, Maastricht University. Julieta undertakes research on inclusive forms of access to justice and legal empowerment, and teaches on topics related to public policy and qualitative methods. In addition, she works as academic advisor for University Colleague Maastricht and as coach for the Premium project at Maastricht University. She holds a PhD from Maastricht University (the Netherlands), an



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LLM degree from Louisiana State University (US), and LLB degree from the University of Buenos Aires (Argentina). Julieta is admitted to practice law in Argentina and has worked for law firms in Argentina and the US; since recently she is a certified mediator by Tulane University (US) and Humboldt University (Germany). Julieta worked as coordinator for the Louisiana Civil Justice Center (US), was visiting scholar at the Institute for Foundation Law and the Law of Non-Profit Organizations at Bucerius Law School (Germany), and was an intern at UNESCO, Institute for Lifelong Learning.

Robyn Mazur

Mary McQueen

President, National Center for State Courts

Mary C. McQueen has served as president of the National Center for State Courts 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 Administration 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. Recently, McQueen received the ABA Judicial Division's Lawyers Conference 2016 Robert B. Yegge Award for Outstanding Contribution in the Field of Judicial Administration. President McQueen serves as Secretary General of the International Organization on Judicial Training (IOJT) consisting of 80 country members. She holds a bachelor's of arts degree from the University of Georgia and a juris doctorate from Seattle University Law School.

Mirenda Meghelli

LawHelp Interactive Program Coordinator, Pro Bono Net

Mirenda Meghelli joined Pro Bono Net in 2012. Her responsibilities including supporting LawHelp Interactive, a national document assembly platform that allows Courts and legal aid organizations to provide free, high quality forms online. She previously worked as the Hotline Program Coordinator for Legal Information for Families Today (LIFT), where she managed the organization's telephone and email family law information hotlines. Before LIFT, Mirenda worked as a staff attorney at the Bronx Defenders within the organization's Family Defense Practice. She received her B.A. in History from University of Pennsylvania and earned her J.D. from Georgetown Law. Mirenda lives in Silver Spring, MD and enjoys yoga.

Michael Milby

Chief of Staff, Department of Administrative Services, Administrative Office of the United States Courts

Michael N. Milby has served in the federal judiciary for 33 years. He joined the Administrative Office of the United States Courts in June 2009, as the Deputy Chief Financial Officer and in 2013, he was elevated to the position of Chief of Staff for the newly formed Department of Administrative Services. Prior to joining the Administrative Office, Mr. Milby served as the Clerk of the United States District Court for the Southern



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District of Texas from July 27, 1992 to June 22, 2009. He holds a B.S. in Biomedical Science and an MBA from Texas A&M University.

John Minton

Chief Justice, Supreme Court of Kentucky

John D. Minton Jr. of Bowling Green was elected to the Supreme Court of Kentucky in 2006 and re-elected to another eight-year term in 2014. His fellow justices elected him for a four-year term as chief justice in 2008, 2012 and 2016. In July 2016, Chief Justice Minton was elected by his fellow chief justices to serve a one-year term as president of the Conference of Chief Justices and chair of the National Center for State Courts Board of Directors. Chief Justice Minton is the first chief justice from Kentucky to hold this post in nearly 25 years. He is also a member of the board of directors for the State Justice Institute, a federal nonprofit corporation that awards grants to improve the quality of justice in state courts. President Obama nominated Chief Justice Minton to the SJI board and the U.S. Senate confirmed the nomination in December 2016. Under Chief Justice Minton's administration, the Supreme Court adopted the state's first uniform family law rules and formed the Kentucky Access to Justice Commission to improve access to civil legal aid for the poor. As a member of the Task Force on the Penal Code and Controlled Substances Act, Chief Justice Minton joined forces with the Executive and Legislative branches to curb prison costs and improve public safety. He supports transparent government and in 2009 led the Judicial Branch in posting its financial information on a public website shared with the Executive Branch. Chief Justice Minton is steering the Judicial Branch through Kentucky's worst economic downturn in decades by creating efficiencies at all four levels of the court system. Under his leadership, the Administrative Office of the Courts commissioned the National Center for State Courts to audit the AOC in an effort to achieve a leaner, more efficient organizational structure. As head of the Judicial Branch, he is committed to investing in the people who operate the court system and in the technology, that can help Kentucky courts reduce costs and deliver better service. He formed the Technology Governance Committee to create a strategic technology plan for the courts and guide efforts to replace the outdated case management system with one that will allow eFiling and innovative electronic services. He also created a Compensation Commission to determine how to make the Judicial Branch's salary structure more fair and competitive with the other branches of state government. Chief Justice Minton was in private practice for 15 years before serving as a circuit judge from 1992 to 2003 and a Kentucky Court of Appeals judge from 2003 to 2006. He holds degrees from Western Kentucky University and the University of Kentucky College of Law. He previously served on the board of Council of State Governments and is a 2010 alumnus of the prestigious Toll Fellowship Program, one of the nation's top leadership development programs for state government officials. In 2003, the Kentucky Bar Association honored him with its Outstanding Judge Award. He was named Distinguished Jurist in 2012 by the University of Kentucky College of Law Alumni Association. He was inducted into the Western Kentucky University Hall of Distinguished Alumni in 2013. Chief Justice Minton is the son of the late Dr. John D. Minton and Betty Redick Minton of Bowling Green. Dr. Minton retired from Western Kentucky University after serving WKU for many years as a history professor, administrator and its fifth president. Mrs. Minton continues to live in Bowling Green. At a young age, Chief Justice Minton moved with his parents from Cadiz, Ky., to Bowling Green, where he grew up and currently resides. He is married to Susan Page Minton, a Bowling Green native, and they have two children.

Mogoeng Mogoeng

Chief Justice, South Africa



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Nelly Montenegro

Brett Moseley

Deputy Chief Information Security Officer, Administrative Office of the U.S. Courts

Karin O'Leary

Shelley Organ

Chief Executive Officer, Supreme Court of Newfoundland and Labrador, Canada

Shelley Organ is the Chief Executive Officer of the Supreme Court of Newfoundland and Labrador, Canada. She began her career with Courts in 1990 and has since worked in all levels of the Newfoundland and Labrador Court System. She is a Certified Court Manager and is enrolled in the Court Executive Fellows Program (Class of 2018) through the Institute for Court Management. Shelley has shared ethical dilemmas and the different perspectives with fellow Court Administrators across Canada (from 2009 to 2012) in the Association of Canadian Court Administrators' quarterly magazine, the Canadian Court Communiqué. She has also shared her views and opinions on ethical dilemmas published in NACM's Court Manager. In 2011 Shelley developed and began facilitating Ethics and Professionalism workshops for Court Employees. Most recently, Shelley delivered Ethics and Professionalism training to a Delegation of Ukrainian Court Administrators during a mission to Canada.

Luciana Ortiz Tavares Costa Zanoni

Deputy Judge Administration Chief, Judiciary Federal Section, State of Sao Paulo, Brazil

Luciana Ortiz Tavares Costa Zanoni is the deputy Judge Administration Chief of the Judiciary Federal Section of the state of São Paulo/Brazil. She integrated some judiciary strategic planning committees in Brazil. She has also presided the São Paulo Special Federal Courts. She has got two master's degree: in Criminal Law at Pontificia Universidade Católica and Public Management at Fundação Getúlio Vargas. She was the First Secretary of the National Federal Judges Association - AJUFE and coordinated the association's commission of judiciary democratization as well as its first strategic administration and management forum (2014/2016). She is also Federal Judge at the Fifth Appeals Panel of the Special Federal Court of São Paulo. She is an obliging person who is eager to help; a born leader who likes introducing further changes; and innovation-seeking who tries to solve problems. Recently, she has been co-creating and co-implementing iNovaJusp - a program which rests on strategic management, net governance, and innovation management. iNovaJusp involves participatory budgeting, processes management, situational strategic planning, and a management innovation lab where their use innovation methods to solve complex problems.

Erik Pacific

Senior Security and Justice Advisor, USAID

Heather Pettit



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Chief Technology Officer, Contra Costa Superior Court

Heather L. Pettit has over 20 years of experience working in technology. She has worked in such industries as gaming, software development, retail, service, and hospitality. Her technology expertise spans all areas of IT, including project management, software development, product management, quality assurance, infrastructure, service desk, and education. She has worked for the California Judicial Branch for the last ten years. Before working as the chief information officer for Contra Costa Superior Court, she was the chief technology officer for the Sacramento Superior Court. She received CITOC's Innovations Award for 2013 for Sacramento's Public Access Program. She was chair of the California Court Information Technology Managers Forum, Education Chair for Court Information Technology Officers Consortium (CITOC) and faculty for ICM's Managing Technology and Resources and Strategic Planning and Visioning courses.

Catherine Pratt

Judge, Los Angeles Superior Court

Pierre Quinn

Leadership Speaker & Author

Pierre Quinn is a speaker, educator, author, and minister who has traveled across the country challenging others to live, learn, and lead with confidence. As a gifted communicator and engaging storyteller, the most frequently asked question is, "When can Pierre come back?" For nearly a decade Pierre taught college students in the areas of communication, interpersonal relationships, group dynamics, team building, and leadership. His classroom experience created opportunities to motivate, challenge, and inspire various groups of students, educators, administrators, nonprofit groups, and leadership teams. Pierre is the author of *Leading While Green: How Emerging Leaders Can Ripen Into Effective Leaders*. He is also the CEO of The Cardell Group, LLC, a consulting firm which focuses on growing leaders and empowering teams of all sizes.

Nial Raaen

National Center for State Courts

Jon Rapping

Founder, Gideon's Promise

Professor of Law, John Marshall Law School

Jonathan Rapping is a nationally renowned criminal justice innovator and 2014 MacArthur Foundation "Genius" Fellow, who moved from Washington, D.C. to Atlanta, because he found the injustice within our criminal justice system - particularly in the South - to be unacceptable. It was after more than 10 years working as a public defender that "Jon" sought a way to help reform the public defense systems in Georgia and Louisiana. In 2007, Rapping founded Gideon's Promise and began an initiative to change the public defense landscape across America by grooming a generation of public defenders - many of whom are often so overwhelmed by crushing caseloads that they are unable to provide their clients the representation the Constitution demands - to rise up and combat the injustice within our justice system. Rapping and his organization have become symbols of a new civil rights movement because of their quest to train and equip public defenders with the resources necessary to ensure all citizens receive their Constitutional right of "equal justice for all." Rapping is currently a Professor at Atlanta's John Marshall Law School and Adjunct Professor at



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Harvard Law School, in addition to his leadership of Gideon's Promise. He is the recipient of the 2014 Emory University MLK Jr. Community Service Award, the 2014 Cardozo Law School Inspire Award, the 2013 Sentencing Project Award from NLADA, the 2011 Emil Gumpert Award, the 2009 Wasserstein Public Interest Fellowship, a 2007 Soros Fellowship along with many other honors and recognitions.

Richard Schauffler

Director of Research Services, National Center for State Courts

Richard Schauffler, Director of Research Services, joined the NCSC in October 2003. Since that time, he has served as the Project Director of the Court Statistics Project, placing particular focus on implementation of the State Court Guide to Statistical Reporting and information exchange within and outside the judicial branch. He is a member of the NCSC's CourTools performance measurement development team and its extension into the High-Performance Courts Framework. He is the Project Director of the national State Court Organization project and the National Instant Background Check System data evaluation project. He has represented the NCSC nationally and internationally in professional meetings on performance measurement and management and statistical reporting. Previously, he was Assistant Division Director at the California Administrative Office of the Courts, where he was responsible for statewide policy research. He holds a bachelor's degree from the School of Criminology, University of California at Berkeley (summa cum laude, Phi Beta Kappa), and an M.A. in sociology from Johns Hopkins University.

Rick Schwermer

State Court Administrator, State of Utah

Appointed as Utah's State Court Administrator in 2017, Richard Schwermer has been a court administrator since 1990. Originally responsible for Utah's then 140 justice courts, he became the Assistant State Court Administrator in 1995. As part of his responsibilities he was the legislative liaison for the Utah state courts, and through that role became involved in a number of statewide policy issues, including alternative dispute resolution, evidence based practice implementation and problem solving courts. He assumed state wide coordination responsibilities for Utah's 50+ drug courts and other problem solving courts beginning in 1996. A 1983 graduate of Colby College, he earned a Juris Doctorate from the University of Utah College of Law in 1986 and remains a member of the Utah State Bar.

Michael Eric Siegel

Senior Training Specialist, Division of Education, The Federal Judicial Center

Michael Siegel is a Senior Training Specialist in the Division of Education, The Federal Judicial Center, Washington, D.C. He conducts leadership-oriented education programs for federal judges and court executives. He received the Center's 1994 Director's award for his work in leadership development for probation and pretrial services officers. Siegel received his Ph. D. in political science from Tufts University and was an Eli Lilly Endowment postdoctoral teaching fellow at Purdue University. He is an adjunct professor of government at The American University and Johns Hopkins University, and received the 1993 American University Faculty Award for Outstanding Teaching-Adjunct Appointment. Siegel is the author of *The President as Leader* (Routledge, 2015) and has published over 15 articles in professional journals. Dr. Siegel has served as a consultant on judicial reform and rule of law issues in several countries, and from June 2001-July 2003, he served as chairman of the Juvenile Justice Commission in Montgomery County, Maryland.



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David Slayton

Administrative Director, Texas Office of Court Administration

In May of 2012, David W. Slayton began serving in his current position as the Administrative Director for the Texas Office of Court Administration. Prior to this position, Mr. Slayton served as the Director of Court Administration for the Lubbock County District Courts and County Courts at Law for 8 years. He has been employed by the judicial branch in various roles for almost 20 years. Previously, he served as Court Services Supervisor for the United States District Court, Northern District of Texas, in Dallas, Texas, and as a Trial Court Coordinator for the 99th District Court in Lubbock County. Mr. Slayton earned a Bachelor's Degree in Political Science from Texas Tech University and a Master's Degree in Public Administration from Troy University. He is a 2007 Graduate Fellow of the Institute for Court Management, where he was chosen to deliver the commencement address on behalf of his class in the United States Supreme Court. Mr. Slayton received the 2008 Distinguished Service Award from the National Center for State Courts and the 2010 Robert O. Dawson Award for Indigent Defense. He has published an article entitled "An Analysis of the Effective Use of Jurors in Lubbock County" and was instrumental in the publication of the 2007 version of the National Association for Court Management's Model Code of Conduct. He is the co-chair of the National Court Joint Technology Committee, 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. In addition to the aforementioned organizations, Mr. Slayton is a member of the Conference of State Court Administrators and the Texas Association for Court Administration.

Peter Smolianski

Director of IT, US Bankruptcy Court, District of Maryland

Andrew Solomon

Rule of Law Advisor, Center of Excellence on Democracy, Human Rights and Governance, United States Agency for International Development (USAID)

A specialist in rule of law promotion and justice system reform, Andrew Solomon has over 20 years of experience contributing to innovative technical assistance activities and conducting field-work in developing, conflict, and post-conflict environments throughout Eastern Europe, Central and South Asia, Africa, and the Middle East. Andrew currently serves as a Senior Rule of Law Advisor in USAID's Center of Excellence on Democracy, Human Rights, and Governance. In this role, he focuses on the development of guiding principles, leading practices, and technical tools to support the design and evaluation of rule of law programs, including access to justice. In addition, Andrew also served as USAID's first Transitional Justice Advisor from 2013-2015. Prior to joining USAID, Andrew was a Director in the Security and Justice Practice at BlueLaw International and served as senior technical advisor on rule of law and citizen security projects funded by the U.S. Department of State's Bureau of International Narcotics and Law Enforcement (INL) and USAID. Andrew also served as a Foreign Policy Fellow and Deputy Director of the Brookings Institution's Project on Internal Displacement, where he formally supported the mandate of the United Nations Special Rapporteur on Internal Displacement. He has held senior positions at the American Society of International Law (ASIL), American Bar Association's Central European and Eurasian Law Initiative (ABA/CEELI), Office of the High Representative (OHR) in Bosnia, and the United Nations High Commissioner for Refugees (UNCHR). Andrew also has extensive international experience in electoral administration and has worked for the Organization for



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Security and Cooperation in Europe (OSCE) and the International Foundation for Electoral System (IFES) as a legal analyst and election observer in more than fifteen missions throughout Europe and Eurasia. He also sits on the Council of Experts for the International Network to Promote the Rule of Law (INPROL) and is a past Co-chair of the Transitional Justice and Rule of Law Interest Group of the American Society of International Law.

John Stacey

International Consultant, MITRE Corporation and International Governance and Risk Institute

John is now an international consultant for the administration of justice undertaking projects for The MITRE Corporation in and The International Governance & Risk Institute. After a long career in the Ministry of Justice for the UK in roles ranging from court management to policy and operational control for all civil justice, ending his career as the UK head of International Development for Justice. During this time, he became the UK national expert at the European Commission for the Efficiency of Justice (CEPEJ) at the Council of Europe where he served for 12 years the last 4 years as President, having been elected by the 47 member States. John was actively involved in the development of quality and performance management tools and undertaking numerous evaluation missions across Europe and beyond. John is a member of IACA's European board and a director of the International Institute for Justice Excellence in The Hague.

Michele Stovall

Senior Attorney, Criminal Division, Office of Overseas Prosecutorial Development, Assistance and Training, US Department of Justice

Michele Stovall is a Senior Attorney in the U.S. Department of Justice, Criminal Division, Office of Overseas Prosecutorial Development, Assistance and Training (OPDAT). OPDAT is the component of the U.S. Department of Justice (DOJ) that supports DOJ's mission by assisting overseas criminal justice systems to become effective partners with the US to interrupt, investigate and prosecute transnational organized crime. Ms. Stovall directs the OPDAT cybercrime and intellectual property rights enforcement portfolio. She has traveled internationally to develop relationships with countries whose officials wish to increase their cybercrime and intellectual property rights enforcement capacities. Additionally, she serves as the DOJ Liaison to the US federal judiciary connecting it to opportunities to interact internationally with other judiciaries. Previously, Ms. Stovall served DOJ as a litigating attorney in the Asset Forfeiture & Money Laundering Section, and in the US Attorney's Office for the Southern District of Florida. Ms. Stovall earned her Bachelor's degree from Syracuse University in Syracuse, New York, and a Juris Doctor degree from the University of Miami Law School in Miami, Florida.

David Tait

Professor of Justice Research, School of Humanities and Communication Arts, Western Sydney University

David Tait's interests include court architecture, justice rituals, and court technologies. He has led five Australian Research Council projects in these areas. His most recent book is *Juries Science and Popular Culture in the Age of Terror: the case of the Sydney Bomber*, Palgrave Macmillan, 2016, co-edited with Jane Goodman-Delahunty.

Kelly Tait



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Adjunct Professor, University of Nevada Reno, Communication Consultant, KT Consulting

Kelly Tait is an adjunct professor and a communication consultant who specializes in justice system education. Her areas of expertise include procedural fairness, implicit bias, communication skills, customer service in the courts, dealing with challenging people, demeanor issues, communicating with self-represented litigants, intercultural communication, stress management, and faculty development. She is also a Certified Justice System Coach. Professor Tait has taught justice system professionals across the United States and Canada as well as in Russia, Ukraine, Macedonia, Philippines, and the Caribbean. She has been on faculty of the National Judicial College since 2002. She has taught for organizations including the Nevada Association of State Executives, National Association of Women Judges, Judicial Division of the American Bar Association, National Tribal Judicial Center, National Center for Courts and Media, National Association of Administrative Law Judges, California Judicial Council, Supreme Court of Virginia, the New York State Judicial Institute, among many others. She has taught communication courses including intercultural communication, public speaking, interpersonal communication, and small group communication at the University of Nevada, Reno, for nineteen years, as well as teaching for the University of Maryland in Heidelberg, Germany. Professor Tait is a past president of the National Association of State Judicial Educators (NASJE) and is a long-term member of the NASJE News Editorial Board and the NASJE Diversity, Fairness, and Access Committee. Her most recent publication is "Procedural Fairness: A Treat for the Brain" in Case In Point. She is one of the co-authors of the U. S. bench book "Handling Cases Involving Self-Represented Litigants: A National Bench Guide for Judges."

Karl Thoennes

Kristen Trebil-Halbersma

Court Administrator, Carver County

Kristen Trebil-Halbersma, Carver County Court Administrator has worked with the Minnesota Judicial Branch since 2007. Kristen worked with the Guardian ad Litem Program from 2007-2012 as a First District Guardian ad Litem Coordinator and then as the Ramsey County Guardian ad Litem Manager from 2012-2015. She was appointed as the Carver County Court Administrator in 2015. Kristen received her Bachelor's Degree from the University of Wisconsin, La Crosse and her Master's Degree in Criminal Justice Administration from St. Cloud State University.

Brenda Uekert, Ph.D.

Principal Court Research Consultant, National Center for State Courts

Brenda K. Uekert (Ph.D.), Principal Court Research Consultant at the National Center for State Courts, has worked extensively in the areas of elder issues, domestic violence, and problem-solving courts. She is the founder and director of NCSC's Center for Elders and the Courts—a national resource to the courts on aging issues, elder abuse and guardianship. Dr. Uekert is the author of the Elder Abuse Toolkits for prosecutors and courts and served as the Research Director on the National Probate Court Standards project. She directed the development of a multidisciplinary distance-learning course, Justice Responses to Elder Abuse, and is currently leading a national effort to modernize and improve conservatorship processes. Dr. Uekert staffs the Conference of Chief Justices and Conference of State Court Administrators Joint Committee on Elder and the Courts. She is on the advisory board of the National Center on Elder Abuse and is the 2016 recipient of "the Isabella" award from the National College of Probate Judges in recognition of her achievements in the field of



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guardianships. She has an undergraduate degree from the University of Wisconsin at Eau Claire and a M.A. and Ph.D. in Sociology from Syracuse University.

Konstantina Vagenas

Director and Chief Counsel, Access to Justice Initiatives, National Center for State Courts

Joseph Vellon

Supervisor, DC Superior Court Family Court

Joseph is a supervisor in the DC Superior Court Family Court. He has been with the Court since 2012 and is an attorney. Joseph was involved in the implementation of electronic filing and customer check-in and is now working with the Court's partners to start a juvenile delinquency e-filing system.

Anne Wallace

Associate Head, La Trobe University Law School, Australia

Professor Anne Wallace is the Associate Head of the La Trobe Law School in Melbourne, Australia. Over at 25-year career, including roles as a practicing lawyer, Deputy Executive Director of the Australasian Institute of Judicial Administration, and law academic, she has been involved in a wide range of court research. Her interests and expertise include the application and implications of technology in courts (access, privacy, interactive visual evidence, videoconferencing and social media), judicial workload allocation, court safety and security, court workforce development and judicial education. She has regularly presented findings from her research at National Center for State Court CTCs and NACM conferences over this periods. Anne has also been actively involved in IACA since its inception, serving as a faculty member for several conferences, and as a member of the Editorial Board of the International Journal for Court Administration.

Robbie Westmoreland

Southern District of Texas