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President's Distinguished Service Award



On Friday April 29, 2011, Heather Donahue was presented with the President's Distinguished Service award. The presentation was made at the Superior Courts luncheon.

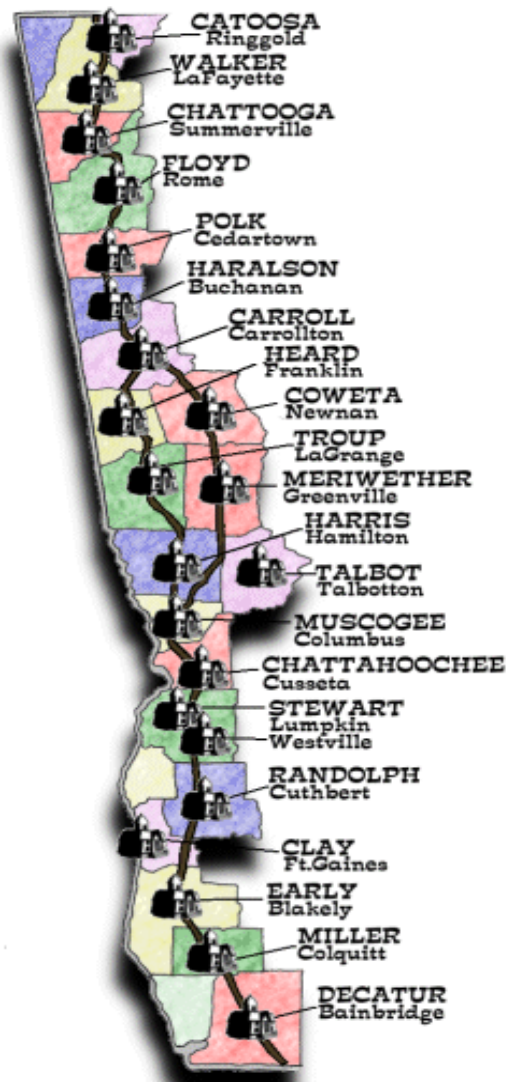
Lynn Epps, Immediate Past President, made the presentation to Heather as a thank you for her

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Historic Georgia Courthouses



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service in putting together so many great conference education programs. Heather has worked tirelessly for GCCA on our Certificate programs and coordinating with Michigan State on their degree program for the past several years.

This year, Heather has turned over the education committee to Tracy Bement, due to her busy schedule. Our programs would not be what they are today if not for Heather, and we are all grateful to her for all of her hard work. ■

Reflections from the Spring Conference

Court Applications of New Technology; Monday May 2, 9:00 am; Dawn Childress reporting: New court applications of new technology are, necessarily, having to take into account, and are directly related to, difficult economic times for courts and cultural changes that are occurring nationwide.

New applications are moving towards allowing remote access and remote appearances of judges, witnesses, court reporters and court interpreters, among others. Additionally, courts need to begin designing and planning for more ADR and fewer trials. The number of trials has substantially decreased while non-trial hearings and ADR settings are on the increase.

Technology has allowed for time and cost savings in the courts and technological advancements will be required to keep them both under control / population increases and budget decreases.



Photo courtesy of Greg Jones

Using Technology to Promote a Problem-Solving Approach to Justice; Monday May 2, 10:45 am; Emily B. Keener reporting: The speaker, Jethro Antoine, discussed some of the innovative

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GCCA - Fall 2011

Make plans now to attend our Fall Conference in St. Simmons Island October 24 – 26. We will be at the Sea Palms Golf and Tennis Resort (www.seapalms.com). Look for the registration form to be coming soon by listserv, and on the GCCA website.



Our agenda topic will be Case Flow Management. Contact Sea Palms now for the special group rate of \$109.00/per night. For golf lovers, Sea Palms is offering a reduced rate for 18 holes of golf. Normally \$89 per person, our rate is \$56 per person (course fee and golf cart included). You won't want to miss the camaraderie and educational opportunities as well as the opportunities for relaxation. ♦



- **Coming in our next issue:** Another story on “A day in the life....”
- Remember to make use of our listserv to address questions or to pass along information to other court administrators.
gccalistserv@mail.georgiacourts.org
- Please be sure to frequent our website – www.gccaonline.org – you will find all sorts of useful information and contacts.



GCCA is going GREEN.....

Our Fall Conference will be paperless - we will not be using notebooks. Attendees will receive flash drives with the conference materials, and may print them if they wish.



Chattooga County

The Chattooga County Courthouse is located in Summerville, Georgia. Chattooga County was formed in 1838 and sits directly north of Rome and Floyd County. The area is largely agricultural and very rural.

Chattooga County’s current courthouse was constructed in 1908. It was designed by the Bryan Architectural firm of St. Louis, Missouri. It is a Neoclassical Revival style building, and almost identical to the courthouse in Baxley, in southeastern Georgia. The Corinthian columns accent the north, east, and west sides of the building. It also features a beautiful domed clock tower, and a large arched stained glass window behind the judge’s bench in the second floor courtroom.



In our next issue, we will be taking a look at Floyd County Court house in Rome. If you have a courthouse you would like to profile, please let us know! ♠

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technology applications that are being used in New York's problem-solving courts.

A good data collections system will enhance case processing, inform the team's decision-making, help hold litigants accountable, promote collaboration, and track results for evaluation. In designing a data collection system, one should consider the technical environment by evaluating whether the network and database are shared, who has oversight, what security is needed, and what technical staff is available to assist. It is essential to develop performance measures to make sure the necessary data is being captured.

Using Technology to Hold Offenders accountable; Monday May 2, 1:15 pm; Tracy Johnson reporting: To showcase the Athens-Clarke County probation office implementation of new technologies, this serves to improve compliance essentially increasing the collection of fines. Technological advances have also served to increase security and communication and reduce the



Above: Webinar from the Spring 2011 GCCA Conference in Brasstown Valley Resort, Young Harris, GA; Below: MSU Graduates

Photos by Greg Jones



number of incarcerations, thereby decreasing cost to house inmates.

New Media and the Courts; Monday May 2, 3:00 pm; Tracy Bement reporting: Chris discussed the different types of "new media" and their implications on the courts. He covered the impact of social media on the courts and the administration of justice. Great discussion of both the opportunities and ramifications for the use of social media

Incorporating the Core Competencies into Everyday Training; Tuesday May3, 9:00 am; Brad Butler reporting: The old adage that "Change is the way of life" was addressed and that courts are no exception. Administrators must understand that these changes can be time consuming. Relevancy must be checked and becoming an effective communicator as to why the change is occurring is crucial.

Educating about the Third "Twig"; Tuesday, May 3, 10:45 am; Marla Moore reporting: This session was designed to get the perspective from the panel members whose experience had allowed them to work the judicial branch in both local and state arenas on what court administrators need to know and be able to produce to allow the decision makers to make informed decision on policy and budget issues.

The background of the panel and moderator included law training, public administration, and leadership in county government, regional planning, state legislative, state government and state executive branch. Wrap-up was provided by Michigan State University representative.

The major take away included development of clear, concise information to get your story across; clearly define the problem trying to solve and what benefits will be gained by the solution; open and transparent operation to the extent possible; and communication is key to successful relationships.

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News and Events –

If you know of ANYTHING within the court system that you would like to see go into the newsletter please contact:

Karen Fricke – karen.fricke@chatthillsga.us

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Using Court Performance to Affect Employee Performance: Tuesday May 3, 1:00 pm; Cindi Owens reporting: Instill core competencies in our court personnel in our training and development of our staff to achieve our goals and mission of the court.

Educational outreach recap reviewed: demographic issues, science and DNA , technology, resource limitations, public satisfaction, self representation, problem solving courts, transparency, teachable moments, single issue elected officials, collective voices, basic performance measures, decrease in resources affecting courts.

Measuring performance is important: what gets measured gets paid attentions and you can't manage what you to not measure. Think about the considerations before measuring data and evaluate the criteria. Formulate a strategy and mission implied measurement. Establish what to measure and get staff involved.

Broke into groups for exercises on performance measures: Findings: Reviews can be subjective. Walk a mile in employee shoes to have realistic expectations. Have limited expectations of what employees contribute in developing measures. Use employee as input, but you set pathway and expectations to be measured.

Best Practices in technology Innovations: Wednesday May 4, 10:45 am; Jorge Basto reporting: This was the last presentation of the conference and a great way to include the vendors into the speaking rotation with having a sales pitch done as a session. The attendees want to hear about how specific technology has been used in the courts in real world success examples. The vendors focused on their unique offerings and the challenges that they were able to overcome. There were examples related to document management, case management, digital recording and software solutions for accountability courts. •



GCCA Graduates – Spring 2011 Photo by Greg Jones

In the next issue – information about the Fall Business meeting. Stay tuned.....

If you want to become active in the GCCA please contact one of the following:

Nominating Committee – Phil Boudewyns
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Budget Committee – Tom Gunnels
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Education Committee – Tracey Bement
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