



2023 ACA Spring Conference Back to the Future

Course Description

Opening Plenary: The Anarchists and the Artist

3 Hours

Faculty: Hon. Wendy S. Morton, Commissioner of the Superior Court in Maricopa County

Course Summary: At the dawn of the 20th century, the anarchist movement spread violence in cities across the United States. The fear of this violence ignited a backlash of prejudice against immigrants. It seeped into our legal system and led to injustice. In 1916, a bomb blew up during San Francisco's Preparedness Day Parade, killing 10 and injuring 40. Tom Mooney and Warren Billings spent decades in prison for a crime they did not commit. Four years later, in Massachusetts, Italian immigrants and anarchist agitators Bartolomeo Vanzetti and Nicola Sacco were arrested, tried, and sentenced to death for a robbery that left two dead. Their trial and subsequent appeal was marred by injustice that would not be permitted today. Over a century later, controversy over their guilt or innocence continues. The plight of these four men sparked the imagination of renowned artist Ben Shahn. Shahn's work immortalized these cases and inspired a movement to fight injustice and prejudice.

Narcan and the Opioid Crises

1.5 Hours

*Faculty: Stefan Slater, Court Security Officer
Sofia Simon, Court Security Supervisor*

Course Summary: The Narcan and Opioid presentation consists of several chapters approved by the AZ Department of Health and AZPOST. It talks about the opioid crisis in the State of Arizona and Nationwide.

It highlights current statistics, a summary of the AZ Opioid Epidemic Act by Governor Ducey, the risks of an overdose, how to identify an overdose, what to do during such an incident and how to administer Narcan to save a life. Further, we learn how the brain acts and functions during an addiction.

The presentation includes also includes some historical facts and several videos and pictures of real-life cases involving victims of an overdose and the recovery after administering Narcan.

There is a Q/A portion and several slides about Fentanyl and the effects it has on opioid addiction.

It gives information on who to contact, hotline information and referrals for help and treatment organizations.

MVD Training Updates

*Faculty: Dorrie Wiltberger, MVD Driver Compliance Program Administrator
Glen Robison, MVD Records Program Manager*

Course Summary: The session will cover a variety of MVD related topics including, reporting, requirements, disposition overlay table, nonresident violator compact, DUI counseling and 2022 legislation implementation.

FARE Program Overview**1.5 Hours**

*Faculty: Janita Zendejas, DSO/FARE Business Analyst VI
Carisa Gillan, FARE Court Operations Specialist V*

Course Summary: In this session, participants will learn about the FARE program's benefits and services. This class will cover case management of FARE cases with a focus on complying with legal and administrative authorities. This presentation has been expanded to include training for both AJACS and non-AJACS courts.

Enforcement of Commercial Vehicle Regulations**1.5 Hours**

Faculty: Jeremy Feigley, Trooper

Course Summary: Educate Diverse work groups in the judicial system regarding Commercial Motor Vehicle regulations. Aid in prosecution of CMV drivers and carries who violate state and federal regulations. AZDPS's Responsibilities for CMV enforcement. The impact prosecution has on driver's and carriers.

LJ Warrants and LJ E-Warrants**1.5 Hours**

*Faculty: Gina Burke, Business Analyst
Judy Rochon, Automation Process Analyst*

Course Summary: LJ-Warrants: The class will show users the business process for ordering, issuing, and quashing a warrant. This class will include a quick reference guide which includes the warrant authorities, along with when to issue a specific warrant. The class will also include the business process on how bonds work when a warrant is issued or quashed. This class is helpful for both GJ and LJ Courts.

LJ E-WARRANTS: This class discusses the requirements for E-Warrant, the basic process for E-Warrants, such as ordering, issuing, and quashing a warrant.

Access to Justice for LEP and Deaf Individuals**1.5 Hours**

Faculty: David Svoboda, Language Access Coordinator

Course Summary: Ensuring access to justice for all regardless of their ability to speak or understand the English language is a fundamental goal of the Arizona courts. This presentation will review requirements and best practices for courts when they encounter individuals with limited English proficiency or hearing loss. Topics covered will include Title VI of the Civil Rights Act of 1964, Title II of the Americans with Disabilities Act, accessibility requirements for remote appearances, and related best practices. This presentation is appropriate for all court staff who come into contact with the public.

AJACS LJ/GJ – Processing Protective Orders**1.5 Hours**

*Faculty: Esparanza Armstrong, Automation Process Analyst
Judy Rochon, Automation Process Analyst*

Course Summary: Learn how to process every type of protective order in AJACS. This class will give courts an overview on AZPOINT, protective order business process, legislation updates and AROP rules. This class is for LJ and GJ courts that utilize the AJACS Case Management System.

Bringing the Human Element Back to Courts now and in the future

1.5 Hours

Faculty: Bill Sutton, Former Judge & Presently W.C.A President

Course Summary: In this day of automation and busy court dockets, there can be a feeling of rubber stamp justice, and a day-by-day drudgery. It is important to go back to basics and remember that for every case number; there is a human being. For the particular day in court, it's one of the most important things in the life of a litigant. This course will provide true stories, bring awareness, look beyond the norm, and bring awareness of the importance of bringing the human element and a sense of fairness back to courts. It's a course designed for both judges and staff. We will go back into the past, examine the present, and most importantly, look towards the future of the lower courts.

Interpreting Municipal or Justice Court Statistic Reports

1.5 Hours

Faculty: Humberto "Bert" Cisneros, Senior Statistical Analyst

Richard "Rico" Rivera, Senior Statistical Analyst

Course Summary: Want to use and understand Justice or Municipal Court statistic reports?

Every municipal and justice court in the state prepares and submits [statistic reports](#) to the Administrative Office of the Courts (AOC). Along with changes in case management systems, technological innovations have helped courts track and generate statistics.

The purpose of this session is four-fold: (a) briefly discuss the historical changes in reporting by the limited jurisdiction courts, (b) go over the current court statistic reporting requirements, (c) show you how to generate and download the statistic reports from AJACS-LJ; (d) walk you through the statistic reports and show you how to interpret them.

This workshop excludes Time Standard reporting.

Caseflow Management and COVID 19 Catastrophe or Catalyst?

1.5 Hours

Faculty: Janet G Cornell, Court Consultant (retired court administrator)

Course Summary: The coronavirus created many changes in court operations, including impacts on caseflow management practices. This session will consider if COVID19 needs to be a hindrance or a catalyst for caseflow management practices and improvements. Attendees will identify caseflow practices, share and evaluate influences and changes that occurred from COVID19, and suggest strategies from pandemic related changes that should guide caseflow practices going forward. Participants will practice with a priority setting action plan geared toward redoubling attention to proven caseflow management techniques.

Deciphering Superior Court County Statistic Reports

1.5 Hours

Faculty: Humberto "Bert" Cisneros, Senior Statistical Analyst

Richard "Rico" Rivera, Senior Statistical Analyst



Course Summary: Want to use and understand Superior Court statistic reports?


Superior Court in each county prepares and submits [statistic reports](#) to the Administrative Office of the Courts (AOC). Along with changes in case management systems, technological innovations have helped courts track and generate statistics.

The purpose of this session is four-fold: (a) briefly discuss the historical changes in reporting by the superior court, (b) go over the current court statistic reporting requirements, (c) show you how to generate and download the statistic reports from AJACS-GJ; (d) walk you through the statistic reports and show you how to interpret them.

This workshop excludes Time Standard reporting.

OPENING PLENARY : “That’s So 10 Years Ago: Cybersecurity’s Greatest Hits”
Ethics for Court Employees

1.5 Hours 
1.5 Hours 

Faculty: Stewart R. Bruner, Commission on Technology Staff Member 

Course Summary: Ten years have passed since Stewart Bruner presented his first statewide training to raise cybersecurity awareness. He revisited the more than 39 presentations made since then and pulled out his very favorite slides along with the most critical concepts to share in a fast-paced, greatest-hits-styles presentation. You will remember some old thins and then learn a few new things you may have missed along the way!

Faculty: April P. Elliott, Executive Director, Commission on Judicial Conduct 

Course Summary: This course will provide a refresher on the Code of Conduct for Judicial Employees, and will address such topics as outside activities, social media, political activity, and professionalism.

Payment Receipting and Balancing Cash Drawer

2 Hours

Faculty: Judy Rochon, Automation Process Analyst

Course Summary: Cha-ching.....!!!! Learn all the ways to receipt a payment in AJACS LJ and how to properly balance your cash drawer at the end of the day. This class will demonstrate all the screens in AJACS LJ where clerks can enter a payment along with the different type of receipt prefixes while pointing out crucial Minimum Accounting Guidelines that are put in place when closing cash drawers. This class is for Limited Jurisdiction Courts that utilize the AJACS Case Management System.

How to Survive and Active Shooter

1.5 Hours

Faculty: Sofia Simon, Court Security Supervisor
Stefan Slater, Court Security Officer

Course Summary:

Nobody expects an emergency or active shooter situation especially one that affects them, their employees, and their business day. Yet, the simple truth is active shooter situations can strike anyone, anytime and anywhere. The best way to protect yourself and your employees is to expect the unexpected and know what to do when immediate action is necessary. This training is designed to help you with that possibility.

Reconciliations in AJACS & the Minimum Accounting Standards

1.5 Hours

Faculty: Kaela Purcell, Financial Specialist
Jennifer Jones, Sr. Lead Specialist

Course Summary:

This training is an in depth look into the daily and monthly reconciliation requirements of the Minimum Account Standards (MAS) and how to utilize AJACS reporting to become compliant. This training will provide a hands-on exercise and many examples of how to use AJACS and maintain compliance with the MAS. This training is intended for participants who use AJACS. Participants are encouraged to bring an example of their court’s end of day and end of month reconciliation documentation to the class.

Get Curious, Not Furious**1.5 Hours***Faculty: Lance Wilson, District Court Executive – Retired*

Course Summary: Get Curious, Not Furious – During this interactive session, participants will gain an understanding of anger triggers, what stress does to one’s physical and emotional health, and the value of keeping a curious mind when dealing with stressful situations. Using real like Court related stories from my book, Dashboard Bagels, attendees will learn techniques to control their reactions regardless of the situation. Specific topics to be addressed including making stress your friend, staying positive, creating healthy habits, and the value humor.

Using Court Data Dashboards to Help Make Decisions**1.5 Hours***Faculty: Humberto “Bert” Cisneros, Senior Statistical Analyst
Richard “Rico” Rivers, Senior Statistical Analyst*

Course Summary: Want to use data dashboards to make decisions for your court’s future?

In the past decade, technological innovations have helped Arizona Courts track and generate statistical reports. Along with changes in data tracking and reporting, Arizona Courts are using innovate ways for database decision making.

Courts can now make decision using publicly available interactive data dashboards:

<https://www.azcourts.gov/statistics/Interactive-Data-Dashboards> .

The purpose of this session is two-fold: (a) discuss the changes in data dissemination for the past decade, (b) show you how use interactive data dashboards to help make business decisions for your court.

Debt Setoff Overview and Tax Intercept Program Demo**3.0 Hours***Faculty: Kele Sessions, Debt Setoff Operations Specialist IV
Janita Zendejas, DSO/FARE Business Analyst*

Course Summary: This training provides attendees with the knowledge of the DSO Program, its benefits and guidelines and the Tax Intercept Program (TIP) software. There will be a live demo on entering and modifying claims, running reports and finalizing interceptions. This session will ensure you are using this valuable compliance tool accurately and efficiently.

AJACS LJ – Managing Holds, Overpayments and Making Disbursements**1.5 Hours***Faculty: Judy Rochon, Automation Process Analyst*

Course Summary: Learn how to manage receipts and disburse monies in AJACS. This class will give courts an overview on the multiple ways to manage hold and overpayment receipts, as well as making agency, restitution, and bond disbursements. This class is for Limited Jurisdiction Courts that utilize the AJACS Case Management System.

Arizona Time Standards – Establishing Expectations for Timely Justice**1.5 Hours***Faculty: Laura Ritenour, Caseflow Management Specialist, Court Services, AOC***Course Summary:**

The Arizona Time Standards Reports establish expectations for timely justice in our courts. Court leadership use these reports to assess their current operations to ensure we are delivering effective and efficient justice. This training’s goal is to increase awareness about the time standards and allows attendees to: 1) Gain historical knowledge about the time standards, 2) Understand why the time standards are important, 3) Review the current time standards, their reports, and see what resources are available online, and 4) Learn how courts can incorporate the time standards into their processes and training. This training’s target audience is court staff, supervisors and managers/administrators

who want to learn more about time standards reports. This is not an AJACS class and is applicable to all case management systems (AJACS reports are used as examples).

All About the MAS!

1.5 Hours

Faculty: Jennifer Jones, Sr. Lead Specialist

Kaela Purcell, Court Financial Specialist

Course Summary:

This interactive program will offer participants the opportunity to learn all about the Minimum Accounting Standards as well as sound financial management practices. Participants will leave the class with knowledge of the Minimum Accounting Standards and be able to identify the statewide financial reporting requirements. Finally, as part of the program, participants will gain a solid understanding of the court operational review process as it relates to the financial area of courts.

Chargebacks, Bankruptcy, and FARE Cap

1.5 Hours

Faculty: Carisa Gillan, Court Operations Specialist V

Janita Zendejas, DSO/FARE Business Analyst

Course Summary:

Chargebacks: FARE Web/IVR Payment Process. Our focus will be understanding Chargebacks at it relates to the court, processing a Chargeback effectively and efficiently, cleaning up Chargeback financials and recommendations and resources.

Bankruptcy's: Our focus is to define notice of filing and order of discharge for both Chapter 7 and Chapter 13, how to process a notice of filing and order of discharge, impacts FARE and DSO and bankruptcy resources.

FARE Compliance Assistance Program (FARE CAP): A program that assist litigants in resolving delinquent court financial obligation. Our focus will be to discuss what FARE CAP is, the benefits of the program, the process of FARE CAP, and FARE CAP in AJACS.

Opening Plenary: Our Technological Future

3 Hours

Faculty: Regents Professor

Course Summary: Predicting the future is difficult, and the rapid pace of technology advances makes such predictions especially challenging. Nevertheless, technology is already affecting every sector of our society including the courts, and this pace of technology-driven change will only accelerate. It is reasonable to predict that the courts and justice system is likely to undergo more change in the next ten years than it has experienced in the past half-century. This presentation will explore the impacts of future technology developments on the courts and justice system. It will describe some of the technology changes expected over the next 5-10 years, and then explain how these technological advances may affect both the operation of the courtrooms and trials as well as the "back office" operations of the courts.