



### CCEC/CAMCA meeting

## Human Resources Management: An Overview of the HR Manager's Essential Toolkit

September 12, 2011 by Zelda M. DeBoyes, Ph.D.

*Dr. DeBoyes is the Court Administrator for the Aurora Municipal Court. She has managed all non-judicial court functions since 1992. She graduated from Metropolitan State College and received her Masters in Business Administration from the University of Colorado-Denver. She earned a Ph.D. in Higher Education from the University of Denver through the Morgridge College of Education.*

*Dr. DeBoyes began the HR Management class by having the participants introduce themselves by naming one thing they like about their appearance and a compliment that a friend would say about them.*

*The MSU Human Resources course is designed to provide the novice manager, as well as the more experienced court manager, with the information, tools and practical know-how needed to fulfill day to day responsibilities related to human resources management in a court environment.*

*Dr. DeBoyes explained several of the employment laws such as Americans with Disabilities Act of 1990 (ADA), Age Discrimination in*

*Employment Act (ADEA), Family Medical Leave Act (FMLA), Uniformed Services Employment and Reemployment Rights Act (USERRA) and Occupational Safety and Health Act (OSHA).*

*Sexual Harassment may violate Title VII of the Civil Rights Act and relates to unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature constitutes sexual harassment. Dr. DeBoyes pointed out that the victim may be male or female and it does not have to come from the opposite sex.*

*Emails and memos are potential liabilities for any employer. A good guideline for the content of email messages is to ask the following question "Would I want this printed on the front page of the newspaper?" If the answer is no, then do not send the email. Supervisors and managers need to be careful about what is discussed in an email. Sensitive performance of conduct issues are best discussed face to face.*

*Well written job descriptions help employees understand their responsibilities and also help managers assess the employee's training, orientation needs and establishes essential performance expectations. Take time up front to train new employees. This will result in someone who is ready to do the job on their own within a reasonable amount of time.*

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## CCEC/CAMCA Meeting (cont.)

*Give corrective feedback to your employees. By giving corrective feedback, the goal is to help employees change their behavior. If you set manageable and specific improvement goals, this will help the employee stay focused and notifies them that you expect improvement. When having a supportive conversation:*

- *Keep the conversation to the point*
- *Move quickly to a performance improvement action plan with weekly goals and specific expectations*
- *Clarify who will be monitoring the employee's performance, how often, how long*
- *Stick to your follow-up meeting schedule*

*Document performance conversations and what you agreed on. Make sure you record the date and time of the meeting, who attended, what behavior was addressed and any corrective action that was taken. Give the employee a copy and file another copy in a supervisory file.*

*Progressive discipline involves a verbal warning, a written reprimand and suspension or termination. When a violation has occurred, have a one-on-one meeting as soon as possible. Have the employee sign a verbal warning or at the very least a memo with verbal warning as the subject to document the meeting. The written warning should state specific times and dates, be clear about the consequences if the behavior does not change, the time frame for the behavior to change and acknowledgment that it will be filed in the employee's personnel file.*

*By recognizing your staff's contributions and efforts, you increase the likelihood that staff will have job satisfaction and the retention rate will be higher. Recognition comes in several forms. It*

*can come in the form of a hand-written or verbal thank you, a salary increase or bonus, or additional vacation or PTO time.*



*The HR Management course was designed by Marleen McCabe, Ph.D.*

**Pictured: Zelda DeBoyes, Ph.D.**

## MSU Graduates

Congratulations to Sharon Dunlap, Sandy Trujillo and Jessica Sager. They are the most recent graduates of the Michigan State University program. Sharon and Sandy were awarded their certificate at the NACM conference in July. Jessica was awarded her certificate in August.

Do you have any "green" tips or have you come up with a way to make Municipal Court life easier? E-mail your tips or ideas to: [jsager@cherryhillsvillage.com](mailto:jsager@cherryhillsvillage.com)

## Newsletter Trivia

Name one employment law that was discussed in the Human Resource Management class.

Please e-mail your answer to [jsager@cherryhillsvillage.com](mailto:jsager@cherryhillsvillage.com). The first person to answer correctly will win a gift certificate.

**Wheatridge Municipal Court will be hosting a Management Tools CAMCA class on Friday, November 4th.**

If you would like to add someone to the Behind the Bench e-mail list, please send the request to [jsager@cherryhillsvillage.com](mailto:jsager@cherryhillsvillage.com).



**Pictured: Sandra Day O'Connor, Sharon Dunlap & Philippa Stephens**

### **Retired United States Supreme Court Justice Sandra Day O'Connor Addresses NACM Membership**

Several CAMCA members were in attendance at NACM's Annual Conference in Las Vegas, NV on July 11, 2011, where the highlight of the Annual Business Meeting was a presentation by retired Supreme Court Justice Sandra Day O'Connor.

An introduction outlined that Justice O'Connor was born in Texas where she attended grade school and high school. She completed her undergraduate studies and earned her law degree at Stanford University in California. In Arizona, she was an Assistant Attorney General and served in the State Senate before being elected to the Maricopa County Superior Court and then the State Court of Appeals in Arizona. Then President Ronald Reagan nominated Sandra Day O'Connor to the United States Supreme Court in 1981 and the Senate approved her unanimously. Aside from having the distinction of being the country's first female associate justice on the high court, Justice O'Connor served with honors for more than 24 years before retiring in 2006. In 2009, she received the Presidential Medal of Freedom from President Barack Obama.

Following her introduction, Justice O'Connor addressed the conference attendees explaining that though she has retired from the Supreme Court, her dedication to her profession continues through her work ensuring students have access to tools educating them on our system of government. After seeing increased legislation at the federal and state levels that attempted to erode the independence of the judiciary and after observing an increase in practices that attempt to punish or adversely influence the actions of judges, Justice O'Connor came to the conclusion that there was a lack of understanding about the courts in our society. She noted that half of our states no longer require the teaching of civics in high school and testing of students also shows this deficiency.

The recognition of the need for more education in this area led to the creation of a civics website where students, teachers, and anyone working with young students could become more knowledgeable about the branches of government through the site's interactive format. She teamed with award winning web designers and teacher-advisors to design the site that is aimed at middle school and early high school students with a focus on games that are high quality, engaging, competitive, informative, as well as free of charge to users.

Justice O'Connor noted, "The Framers of our Constitution wanted a republic system of government that serves all of us well and that all of us know how to be a part of in our way as citizens." The site is intended to support the values of a governmental system that has separate and equal branches that encourages students to be an active part of a democracy. She also stated, "I like to think of our courts as the one safe place in our country that citizens can rely upon to reach decent, supportable decisions in disputes, whether they are civil or some difficult criminal case and we are very dependent on our court system for stability and decency in our country. It matters to us enormously."

Justice O'Connor was also on hand to present the first Sandra Day O'Connor Award; the National Center for State Courts created the award in Justice O'Connor's name to recognize other professionals who support the advancement of justice and education of civics. South Carolina Supreme Court Chief Justice Jean H. Toal received the inaugural award for her work toward this goal. Several dozen local students of all ages were also in attendance underscoring the importance of teaching civics from an early age.

In addition to information about the executive, legislative, and judicial branches the website emphasizes citizenship and the U.S. Constitution. This excellent tool has also been used by courts in Colorado for their Teen Court and Take Your Child to Work Day Programs. More information can be found at [www.icivics.org](http://www.icivics.org).

**Written by Sharon Dunlap, City of Thornton Municipal Court**

# News from around Colorado

## Lakewood Municipal Court:

Sherri Rangel has taken a new position as Judicial Specialist. She was previously the Court Technician at the Traffic desk. Debra Epler has filled the vacancy of the Court Technician covering the Traffic desk. She also became the proud grandmother of Breeze Marie, born October 9th. Lindsay Burke was promoted to full time Court Tech at the front counter. Congratulations to you all!!

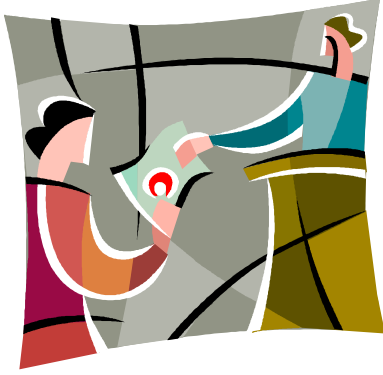
Vanessa Turnbull started July 5<sup>th</sup> as the new court clerk with Brighton Municipal Court. Prior to working at Brighton, she was a stay at home mom for a few months after her daughter was born. Before that she worked in Community Development for Commerce City and in the City Clerk's office for the City of Thornton. Brighton Municipal Court is very excited to have her working with them.

The City of Fountain welcomed Teri Frank as their new Court Administrator. Welcome Teri!

Kristen Hockaday was promoted to Municipal Court Clerk for the Town of Hayden. She has worked as the Municipal Court Clerk part-time since April. She also worked at the local bank in Hayden for the past 5 years as her full time job and previously worked for the Steamboat Springs Police Department in 2007 in the records department. She is very excited to learn more about law and the court system and to get the Hayden Municipal Court into the 21st century as far as technology goes. She has been married for 8 years and have a 7 year old daughter and a 5 year old son.

Congratulations to Thornton Municipal Court Specialist Laura Herrera. She and Mike Alexander were married on September 3, 2011.

Englewood Municipal Court is very pleased to announce the hiring of an employee that many of you have had the pleasure of working with over the years. Penny Verhoeff is their new Deputy Court Clerk, Englewood is excited to have such an experienced and enthusiastic individual join their team. They wish Penny a long and happy partnership with their court!



***NOMINATION  
FOR  
OUTSTANDING CAMCA MEMBER***

Name of Nominee: \_\_\_\_\_

Court: \_\_\_\_\_

Position: \_\_\_\_\_

Nominated by: \_\_\_\_\_

**Get Ready, Get Set, Go...**

Think of all the wonderful things your co-workers and co-clerks have done for CAMCA, their court, their community

Now transfer that information from your head to the nomination categories listed below

You can nominate more than one member; more than one member can be chosen as an Outstanding Member

If your Nominee did something that does not fit into one of the categories, add your own category and list your Nominee's contribution

Please complete as many sections as you are able - Use additional sheets if necessary.

Please tell us why your Nominee should be chosen as an Outstanding Member of CAMCA for 2011:

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1. Please list the CAMCA offices held or committees served on by your Nominee:
  
  
  
  
  
  
  
  
  
  
2. Please describe the contributions made by your Nominee that furthered the advancement of CAMCA:
  
  
  
  
  
  
  
  
  
  
3. Please describe the contributions made by your Nominee to their court and/or municipality:
  
  
  
  
  
  
  
  
  
  
4. Please describe your Nominee's commitment to continuing education, such as classes offered by CAMCA, classes taken through their city or town, MSU Classes, College Courses, etc.:
  
  
  
  
  
  
  
  
  
  
5. Does your Nominee utilize the CAMCA list serve to ask/answer questions? Yes or No (circle one)  
If yes, how frequently? \_\_\_\_\_ times a month.
  
  
  
  
  
  
  
  
  
  
6. Please describe your Nominee's initiative, creativity, and helping others:
  
  
  
  
  
  
  
  
  
  
7. Please describe your Nominee's contributions and/or participation in community activities:

**PLEASE MAIL, FAX, OR EMAIL TO:**

Debbie Caldwell  
Broomfield Combined Courts  
17 DesCombes Drive  
Broomfield, CO 80020  
Fax: 720-887-2122  
[dcaldwell@broomfield.org](mailto:dcaldwell@broomfield.org)

**BY OCTOBER 31, 2011**

CAMCA ANNUAL MEETING  
FRIDAY DECEMBER 2, 2011  
HOSTED BY THE CASTLE ROCK MUNICIPAL COURT  
The Douglas County Events Center  
500 Fairgrounds Road  
Castle Rock, Co

**Agenda**

- 8-8:15 check in
- 8:15-8:45 welcome/Business Meeting/Swearing In/Reports
- 8:45-10:15 MSU Caseflow Management
- 10:15-10:30 break
- 10:30-12 MSU
- 12-1 Lunch and door prizes
- 1-3 MSU
- 3-3:15 break
- 3:15-4:45 MSU
- 4:45-5 evals/closing/door prizes

This course will present the basic principles of caseflow management. Caseflow management is defined as the coordination of court processes and resources to move cases timely from filing to disposition regardless of the type of disposition. Through individual activities, students will have ample opportunity to apply the principles of caseflow management to their own local jurisdiction. Each student will have an opportunity to review his or her own court's case processing system and develop an improvement plan. Students will examine how the justice system's environment impacts the court and how the court's activities influence other parts of the justice system environment. The students will examine the relationship between caseflow management and the fundamental purposes of courts and will review the elements of caseflow management with emphasis on meaningful events, development and use of time guidelines, alternative methods for assigning cases to judicial officers, differentiated case management, and the many psychological factors that are part of the caseflow process.

**Directions:**

**From the East**

Take I-70 to I-25 then south to exit 181, Plum Creek Pkwy. Go east to Fairgrounds Road and left to the events center.

**From the North**

Take I-25 south to exit 181, Plum Creek Pkwy. Go east to Fairgrounds Road and left to the events center.

**From the South**

Take I-25 north to exit 181, Plum Creek Pkwy. Go east to Fairgrounds Road and left to the events center.

**Hotels**

Comfort Suites 4755 Castleton Way Castle Rock, CO 80109 303.814.9999	Best Western 595 Genoa Way Castle Rock, CO 303.814.8800	Hampton Inn 4830 Castleton Way Castle Rock, CO 303.223.2650
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CAMCA ANNUAL MEETING  
FRIDAY, DECEMBER 2, 2011  
HOSTED BY THE TOWN OF CASTLE ROCK MUNICIPAL COURT  
The Douglas County Events Center  
500 Fairgrounds Road  
Castle Rock, Co 80104

1. Please mail your registration and payments made to CAMCA

To: SANDRA TRUJILLO  
**GOLDEN MUNICIPAL COURT**  
911 10<sup>th</sup> Street  
GOLDEN, CO 80202

2. Please also FAX your registration form to Sandra Trujillo at

Fax#: 303-384-8055

(Faxing allows for the quickest method of registration while checks are being requested/processed.)

Registration forms must be received by November 18, 2011  
Space is limited---register early.

Name(s): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Court: \_\_\_\_\_

Phone: \_\_\_\_\_

E-Mail: \_\_\_\_\_

(contact person for class information)

Please be advised that this meeting is a voting meeting for **CAMCA members only**. If you would like to attend, and need to renew and/or initiate your CAMCA membership, please include the separate membership form and the appropriate fees.

Cost \$50.00 per person (includes lunch)

Total number attending \_\_\_\_\_ x \$50.00 Per Person

Total Enclosed \$ \_\_\_\_\_

We are asking each Court to bring a gift to give away as a Door Prize.  
Happy Holidays and a Wonderful New Year!

COLORADO ASSOCIATION FOR  
MUNICIPAL COURT ADMINISTRATION  
2012 CAMCA DUES INVOICE

Please fill one out for each member so we have current information on each member

Jurisdiction: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Street Address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Work Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

Make additions/changes on this invoice before returning

MAKE CHECK PAYABLE TO CAMCA and mail check and invoice to:

Sandy Trujillo, CAMCA Treasurer  
Golden Municipal Court  
911 10th Street  
Golden, CO 80401

Please mark appropriate line (s) below:

- \$20 New Active Member (voting member)
- \$20 Active—Municipal Court Employee (voting member)
- \$20 Associate—Judges or other interested members (non-voting)
  
- I would like to host a CAMCA meeting or training in my Court.

If you have any questions regarding membership, please contact Kimber Liss at Centennial Municipal Court, [kliss@centennialcolorado.com](mailto:kliss@centennialcolorado.com) 303 754-3380

**List serve information**

- Already receiving list serve information
- I need to be contacted, would like to have list serve privileges

# CAMCA SCHOLARSHIP APPLICATION

**Please fill out one application per applicant**

To promote professional development within the membership, CAMCA has established an overall scholarship fund. Active members needing assistance may apply for registration or tuition assistance throughout the year on an as-needed basis. All requests will be reviewed and an amount of award will be determined by the Education Committee. CAMCA may set conditions on the award for the benefit of the membership. Complete the following information and forward to: CAMCA Education Committee, c/o Philippa Stephens, City of Greenwood Village 6060 South Quebec Street, Greenwood Village, CO 80111 or via fax: 303-804-4108. All applications must be submitted to the Education Committee for review 30 days prior to training. Those applicants who are awarded the scholarship will be notified.

\_\_\_\_\_  
Name \_\_\_\_\_

Name and Address of Court \_\_\_\_\_

Course Title or Training Agency: (Please attach a copy of course information for non-CAMCA sponsored courses)

\_\_\_\_\_  
Date of class \_\_\_\_\_ *(Please submit registration form with this application)*

How much can your court contribute towards this training? \_\_\_\_\_

Total cost of training \$ \_\_\_\_\_ Total amount you are requesting \$ \_\_\_\_\_

Describe the benefit to you and your court to be gained by attending this training:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

\_\_\_\_\_  
OFFICE USE ONLY

Awarded/Denied by CAMCA Education Committee on \_\_\_\_\_, 20 \_\_\_\_\_

Total amount awarded \$ \_\_\_\_\_