

Visitation Process Solves Problems and Improves Customer Service Collegially

A "fabulous experience." "Why didn't I think of that?" "The process is terrific." Some problems were "solved within two weeks." "Makes everybody feel good." "A source of help."

These are but some of the responses from judges and staff on both sides of the visitation process in the Civil, Criminal and Family Divisions during the past year.

Under the visitation program, approved by the Supreme Court and developed and implemented by

the division conferences, a team of judges and staff experts visits vicinages (and individual counties in multi-county vicinages) to help courts solve problems and reach "best practices" compliance goals.

While Criminal has had such a program in effect for 12 years, the Civil and Family visitation programs began early in 2002. While originally intended to focus on "best practices" compliance, the visitation process also has resulted



"A positive experience..." Judge Maria M. Sypek (seated), Mercer's Criminal Presiding Judge; John Rooney, administrative specialist; and Mary Murkli, secretary, review a visitation-related document. (photo by L. Holt)

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Judiciary Times

Spring 2003

The newsletter of the New Jersey Judiciary

Joint Study Announced

Judiciary Celebrates 20 Years of Minority Initiatives



Honored for Service—Chief Justice Deborah T. Poritz congratulates Associate Justice James H. Coleman Jr. (right) and Judge Theodore Z. Davis, General Equity presiding judge of the Camden Vicinage, on their receipt of service awards during the 20th anniversary celebration of minority concerns initiatives in the New Jersey Judiciary. (Photo by M. Taylor)

"New Jersey Judiciary: 20 Years of Minority Concerns Initiatives," a program of celebration and workshops, was held March 18 in Trenton.

Chief Justice Deborah T. Poritz, the associate justices of the New Jersey Supreme Court and minority concerns leadership led the celebration of 20 years in the pursuit of fairness, equity and justice in New Jersey's courts.

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Judge Bozonelis Named Morris/Sussex AJ



**Judge
Bozonelis**

Chief Justice Deborah T. Poritz announced the appointment of Superior Court Judge B. Theodore Bozonelis as the Assign-

ment Judge of Vicinage 10, Morris and Sussex Counties, effective February 27, 2003. Judge

Bozonelis previously served as presiding judge of the Criminal Division in the vicinage. He fills the vacancy created by the retirement of Assignment Judge Reginald Stanton.

"Judge Bozonelis is a proven leader. The litigants, lawyers and Judiciary personnel of Morris and Sussex Counties will benefit greatly from his dedication, his enthusiasm and his management experience," said the Chief Justice.

Judge Bozonelis was appointed to the bench by Gov. Jim Florio in 1990 and was reappointed with tenure by Gov. Christine Todd Whitman in 1997. Prior to his appointment, he was in private practice and served as assistant Morris County counsel. Before that he worked as an assistant U.S. attorney for the District of New Jersey. He holds a B.A. from Rutgers University and a J.D.

from George Washington University.

After initially serving in the Family Division of the Superior Court in Morris County, Judge Bozonelis was made presiding judge of that division before working in both the Civil and Criminal Divisions in the vicinage. He was appointed presiding judge of the Criminal Division in 1997.

Since 1998, Judge Bozonelis has served as the primary Superior Court judge to hear appeals to tier assignments for sex offenders who are required to register under Megan's Law. In addition to his work on the bench, he has served on several Supreme Court committees, including the Family Practice Committee, the Library Budget Committee and the Judicial Education Committee.

He also chaired the Morris County Domestic Violence Task Force Committee and in recent years has served as a trainer for new judges.

Judiciary Times is prepared by Communication Services, Office of Public Affairs, the Administrative Office of the Courts (AOC) for employees of the Judiciary and volunteers who work with the court system.

The Chief Justice of the New Jersey Supreme Court is Deborah T. Poritz. The Administrative Director of the Courts is Richard J. Williams.

Please e-mail short news articles saved as Word documents, photos and/or suggestions to:

Linda Holt@judiciary.state.nj.us or send disk, photos and paper copy to: Editor, *Judiciary Times*, Office of Public Affairs, PO Box 037, Richard J. Hughes Justice Complex, Trenton NJ 08625-0037. Submissions are subject to editing, and not all can be published.

Editorial Staff and Contributors

Director of Public Affairs
Winifred Comfort

Editor Linda Brown Holt
Contributors

Janet Bastien, Paulette Davis, Elizabeth Domingo, Christine Hepner, Frank Hoeber, Michael Green, Phyllis Hornstra, Carol Lambard, Mike Taylor. Thanks to the other Judiciary staff who contributed articles and photographs.



Honored for Customer Service—Judge Richard J. Williams, administrative director of the courts, presented certificates of honor on Feb. 6 to those who staffed the Essex Vicinage's Municipal Court hotline in the fall. The hotline was set up to assist individuals whose driving privileges were erroneously suspended in Newark last year. Shown (left to right, front row) are: Tammy Garner, Sabrina Habibulla, both Essex Vicinage secretaries; Sonya Y. Noyes, Essex Municipal Division manager; Amy Chack, administrative specialist; (back row) Judge Williams; Walter Mollineaux, Livingston Municipal Court manager; Debra Jenkins, Sandra Connelly, Linda Benson, Gwenn Gilday and John Coly, all of the Administrative Office of the Courts; and Dennis Bliss, assistant director, Municipal Court Division. (Photo by L. Holt)

Swabs, Patches and Eye Scans: New Technologies Offer More Options for Probation Drug Testing

New technologies—including oral swabs, sweat patches and pupil scans—are making the unpleasant business of drug testing a more reliable, convenient and accessible process for the Judiciary's probation staff.

"For some 25 years, the standard method of determining drug use has been the urine test," said William Burrell, chief of supervision services in the Probation Division of the Administrative Office of the Courts. "Despite the accuracy of the urine test, probation staff dislike administering it."

As this newsletter goes to press, the Department of Treasury is expected to have issued contracts to facilitate procurement for on-site testing alternatives for use by the Judiciary and state agencies.

Drug tests measure the amount of by-products of drug use that stay in bodily fluids or body fat over time.

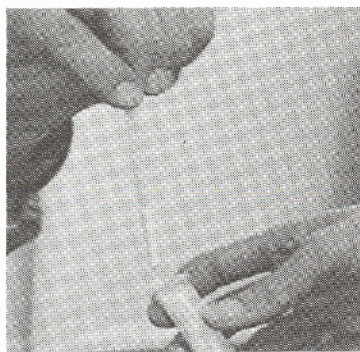
Unlike alcohol, which leaves the body quickly, by-products indicating drug use may stay in the body for a week or more depending on the drug and amount of use.

"Each of these technologies in itself comes with its own limitations, in terms of its ability to detect drug use" Burrell said. "However, viewed as a whole, they offer probation officers an array of options to obtain results accurately while saving time and money and side-stepping situations that can be uncomfortable for clients and officers alike."

The new technologies include the following:

Oral swabs. These are swabs that clients keep in their mouths like lollipops for several minutes while under close observation. The results are placed immediately in vials, labeled and sent to a laboratory.

"The advantage of oral swabs is that it is a convenient way to test without embarrassment for client or staff," said Burrell. "A probation officer can observe a number of clients at once using this approach."



"On the other hand, the swab doesn't test well for marijuana," Burrell said. "The top three drugs in New Jersey are marijuana, heroin and cocaine," he said. Technology also exists for a "smart swab" which provides immediate feedback to the probation officer, though with a higher price tag.

The Essex, Mercer and Warren probation divisions had good results with the oral swabs. According to Peter Conerly, Essex vicinage chief probation officer, "They were right on the money," he said.

Sweat patches. The patch is a 1-1/2 inch square bandage with a tamper-proof tape usually applied to the client's upper arm. It remains in place for a week or two and is removed and placed in a vial for analysis.

"This is a less popular technology, and not one we've tested extensively," said Burrell. "However, reports indicate that it can be a good alternative when dealing with people who have difficulties with the traditional test."

Hair testing. Like the rings on a tree trunk, each human hair tells a story. By examining the chemical composition of a strand of person's hair, an analyst can determine if drugs are being used through the presence of the chemical by-products of drug use.

"This hasn't really caught on," said Burrell. "It doesn't work with every kind of hair, and then there's the question, what do you do with someone who's bald?"

Eye Scan (Pupillometry). The experience of having a pupil scan is similar to having an eye examination. A client is observed through a device called a pupillometer as the eye adjusts to light changes. A series of algorithms indicates the amount of impairment.

"The Essex vicinage has tested the pupillometer and is pleased with the results," said Burrell. "It's a non-invasive process that works well in determining drug use, but only within 24 hours before testing."

Since urine testing detects drug use over a longer time, Probation Services is planning to conduct a study in Essex that would compare and contrast three kinds of testing—pupillometry, oral swabs and on-site urine testing with the traditional lab-based urine testing—to determine the specific effectiveness of

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Thomas M. Gould Named Burlington TCA

Assignment Judge John A. Sweeney, Burlington Vicinage, has announced the appointment of Thomas M. Gould as trial court administrator, effective March 24. He replaces Richard Callanan, who retired earlier this year.

Administrative Director Judge Richard J. Williams said he named Gould on the strong recommendation of Judge Sweeney.

The trial court administrator operates the administrative arm of the vicinage and holds the highest-ranking staff executive position. Gould will be responsible for court operations, including overseeing budget development and expenditures, supervising all judicial support personnel, managing facilities and resources, and directing program development and analysis.

Gould, 57, comes to the Judiciary from the Hamilton County, Ohio, courts, where for 10 years he directed Ohio's largest clerk of courts operation as administrator and chief deputy clerk of courts. He has a bachelor's degree and master's degree in philosophy from the University of Cincinnati and earned his law degree from the University of Michigan Law School.

Prior to his appointment to the Hamilton County courts, Gould was engaged in the private practice of law. He also was employed as vice president/general manager and legal counsel to a national marketing and research firm.

"I am honored to have been selected for this opportunity in New Jersey's Judiciary," Gould said.

"My family and I are filled with anticipation about enjoying all the

Garden State has to offer," he said.



Thomas M. Gould

The Gould family includes Gould's wife, Jennie, and five children:

Julie, 18; Jack, 8; Sam, 7; Lindsay, 6; and Matthew, 4. They are leaving behind their 40-acre Cabin Ridge Farm that the Goulds bought as a project for the family to serve the community and as a learning experience for the children.

They raised vegetables and hens and provided the fruits of their labor to neighbors in need, at no cost. They also collected and dispersed clothing, toys and household furnishings and provided free stables and storage for neighbors' livestock and farm equipment.

Domestic Violence Video Training Series Continues as Cameras Move to Mercer Courthouse

Editor's note: This is the second in a series of articles about the preparation of a series of domestic violence training tapes produced by the Family Practice Division under a grant received from the STOP Violence Against Women Act. The tapes will provide domestic violence training to all newly appointed judges and to new court personnel who deal with victims of domestic violence, either directly or indirectly. The training is designed to ensure that Judiciary personnel understand the dynamics of domestic violence and the provisions of the Prevention of Domestic Violence Act. The previous article in this series provided an overview of the first tape, a dramatic enactment of an act of domestic violence. This is an update of that project.

by Harry T. Cassidy, Assistant Director, Family Practice Division

At the conclusion of the first tape, the domestic violence scene has been thoroughly established. Brian, the husband, has been arrested for beating his wife, Donna, and has been taken to the local police station. The scenario was dramatically portrayed by professional actors and captured on tape in the early fall by the Judiciary's video production coordinator, Bill Mecca.

In October, Chris Hepner, project director, and her team

turned their sights to the next chapter in the training series. Engaging judges and court staff as well as professional actors, the team put together a domestic violence scenario focusing on the temporary restraining order (TRO), final restraining order (FRO), and contempt hearings at the Mercer County Courthouse. Mercer Assignment Judge Linda Feinberg gave Judiciary staff,

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Tech-KNOWLEDGE-y



It's Time for Spring Cleaning!

by Janet Bastien, Project Manager for IT Planning and Family Court

Ah... the fresh smell of springtime! A season long-awaited after this past winter; time for baseball, gardening and...spring clean up.

So while you are filled with vernal fortitude and renewal, let this extra energy through your fingers and on to your computer. Time to open up your Windows and clean up your hard drive.

Here's a list of clean-up chores to get you started:

Do you get a message box pop up everytime you open **Lotus Notes** telling you to clean up? If so, it's time to sort out your stash. But even if you haven't exceeded your quota on your in-box, there is probably some housekeeping you can do to do your fair share in saving space on the server.

Go through your inbox (including all your folders) and delete letters you no longer need or archive them if you must hold on to them. But be discriminating about what you're saving. Archiving just takes mail out of Lotus Notes and stores them on your hard drive. The storage there isn't unlimited, either.

After you've discarded unneeded letters, you need to **compact** your remaining file area. Refer to the Lotus Notes' FAQs database for details on how to do this and to answer other questions you may have about optimizing your use of Lotus Notes.

Just like your smoke alarm, when you set your clock back, **defrag** your PC. Defragging is done to increase the efficiency of your PC in accessing files. If you are continually adding and deleting files, especially lengthy ones, you probably have a lot of "holes" on your hard drive as well as files scattered all over.

Your operating system has to work harder to access your files for you. Defragging will reorganize your files, optimizing the use of space on your hard drive. To perform a "defrag", click "Start," then "Programs," then "Accessories,"

then "System Tools," then "Disk Defragmenter." This will bring up a menu of your hard drives.

Select the one you want (for most people this will be "C"), hit "Defragment" and the program will sort out and rearrange your files, optimizing storage space. Don't you wish you could turn this on in your attic? A word to the wise: If you haven't done this in a while, it could take half an hour or so, so plan accordingly.

Be environmentally conscious and empty your **recycling bin**... the one on your desktop! You may think you've deleted work you no longer need, but until you empty your recycling bin, it's still there, taking up space. Why not set yourself a reminder.. When it's recycling day at home, it's recycling day for your PC, too and empty your recyclables on your desktop.



Toss those stale **cookies** from your browser! Many websites you visit store "cookies" on your PC so that they recognize you when you revisit that site. You can delete these little bits of information (called "cookies") by opening your browser, going to the tool bar and selecting "Tools," then "Internet Options," then "Temporary Internet Files." Hit "Delete Files" and chomp, chomp...the program devours your cookies.

Right in step with today's trend towards Feng Shui and space clearing, removing the clutter and optimizing storage in your PC will give your workstation the boost it needs to work efficiently for you. Your PC will thank you.

Justice Verniero's "Top Ten List of Dos and Don'ts"...

Editor's note: Supreme Court Associate Justice Peter G. Verniero was kind enough to share with us the remarks he made at the orientation for new judges on March 4.

Although Justice Verniero was speaking directly to judges, the principles behind his "top ten list of dos and don'ts" could well apply to all Judiciary employees.

He reminds us of the importance of treating others with courtesy; of working hard and staying current on important issues; and of always being mindful of our Code of Conduct, because we represent the Judiciary at all times.

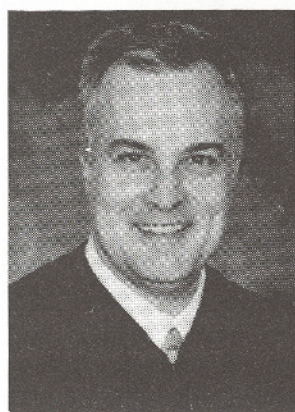
Finally, he reminds us to enjoy ourselves, because the Judiciary is a great place to be employed, with good people doing important work.

Remarks as Prepared for Delivery March 4, 2003, Orientation Seminar for New Judges, Princeton, N.J.

By Associate Justice Peter G. Verniero

Your Honors:

Congratulations on beginning this latest chapter of your career. My purpose this morning is not to dwell on things that you already know: that you are bright and accomplished attorneys, that you have taken a solemn oath to uphold the constitution to the best of your ability, and that you have joined a branch of New Jersey government known throughout the country for its integrity and excellence.



Associate Justice
Peter G. Verniero

Instead, my task is to emphasize some of the "dos and don'ts" of the job, and maybe say a few things that you might not want to hear. Here's my top-ten list. It is based on my observations since joining the Judiciary and also echoes suggestions made by previous speakers.

Number one: Remember who you are at all times. You are a judge. You are a judge when you are on the bench, when you are in chambers, when you go out to lunch, when you attend a local sporting event with your son or daughter, when you are at a social event with a friend or spouse—wherever and whenever, you are a judge of the State of New Jersey.

What does that mean exactly? It means you no longer have the luxury of losing your temper. It means you have to comport yourself as a judge on and off the bench. It means that you have to act as if every person, everywhere knows your name and knows you

are a judge. Never say anything on or off the record that you would not feel comfortable seeing on the front page of the newspaper. That's exactly where you'll see it if it is offensive, untoward, or unbecoming of a judge.

Number two: Work hard. Brains only get you so far in this job. You have to log the hours. In chambers early, home late. There are no short cuts to good judging. You have to read the briefs, dissect the parties' arguments, research the law, and in all other ways be prepared. It's pretty obvious when a judge is unprepared. To put it bluntly: Don't wing it.

Number three: Stay current on the law. Every morning at 10 o'clock opinions of the Supreme Court and Appellate Division are posted on the Judiciary's web site. I suggest that you check the site on a regular basis to get a sense of the most recent appellate decisions. Many times I have found posted decisions useful to pending opinions that I am in the process of writing. You might even find an opinion or two from my Court that might guide your decision.

Number four (this one your assignment judge particularly will like): Decide the question. Some issues might require a great deal of contemplation. If so, by all means take the time necessary to consider the question carefully before rendering a decision. But don't delay a decision merely because you think that it will become easier with the passage of time. Unlike fine wine, most decisions do not get better with age. Nor do they get easier. Make the decision, trust that you are right, and move on.

Number five (related to four): Give reasons on the record for your decision. The old cliché that an appellate judge sees only the "cold record" is absolutely true. If you haven't stated a reason for your

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...Contains Sound Advice for All Judiciary Employees

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decision, you open yourself for reversal simply because we cannot discern your rationale. When you make your credibility findings, be specific. Don't just say that Mary was more credible than John. Say why: because Mary spoke in a confident manner, didn't hesitate on the stand, etc. Give an appellate court sound reasons to uphold your discretionary rulings, and you make each of our jobs a bit easier.

Number six is related to number one: Be courteous to the lawyers and litigants who appear before you. I have never met a judge who has gotten into trouble for being too respectful of a lawyer or litigant. Be wrong in your decision and you might be reversed on appeal. Be nasty about it, and you might be reversed *and* disciplined.

Number seven: Don't shed your humanity—or humility—now that you've donned the robe. Our system must be both just and compassionate. And the system is decidedly human. Don't embarrass a young lawyer with your superior intellect or greater experience. Why do that? There simply is no reason for it. Many times the client is watching and will be less willing to accept a decision if it is handed down in a condescending manner. It really comes down to treating others as you would like to be treated yourself.

Number eight: Be independent. No one can tell you how to decide a case. If you allow yourself to be

influenced by any extraneous or impermissible factors, such as partisan politics, then the entire system breaks down. Your job is to be just, fair, and impartial. Any suggestion of bias or prejudice in your work will not be tolerated. Independence does not mean you can't learn from your colleagues. You can and you should. Seek guidance whenever appropriate. No question is too stupid to ask of your assignment judge or of a similar mentor.

Number nine: Read the booklet entitled, "Annotated Guidelines for Extra-judicial Activities." If you haven't done so already, read it cover to cover. Read literally every page so you get a sense of potential conflicts before you stumble into one. An ethical and honest person unwittingly can get snarled in our ethics rules. Be alert to potential conflicts and, again, ask questions. Your assignment judge and the system's other managers want you to succeed and are more than willing to help you navigate an ethical shoal to avoid a problem.

Number ten (which might seem impossible in view of numbers one through nine): Enjoy yourself. This is the best job in the legal world. Our work is high-minded and honorable. Your colleagues are decent and honest, and persons of great character. And now you're one of them. You're one of us. On that note, allow me to end as I began: Congratulations, you are a judge.

Thank you.

Judge Hawkins Addresses JISP Meeting in Trenton

Judge Rudolph N. Hawkins Jr. of Union Family Court addressed the Juvenile Intensive Supervision Program (JISP) unification meeting in Trenton on Feb. 27. Judge Hawkins will retire in December.

The program included an address by Mary M. DeLeo, assistant director of Probation Services, and a screening of the customer service video, "Give 'em the Pickle." (See page 20 of *Judiciary Times* for more information about the video.)

In addition to remarks on case notes and an audit review by Philip J. Hill, JISP director, the program featured an interactive session facilitated by Edward H. Miklosey, administrative specialist with Probation Services.

JISP offers a program of community supervision and services to young offenders. The program involves families, schools and community services as it helps young people make positive changes in their lives.

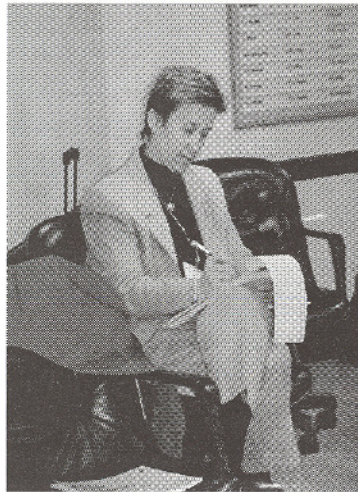


Judge Hawkins delivers remarks at the JISP unification meeting Feb. 27. (Photo by L. Holt)



Drug Court Training—Judiciary staff took part in Drug Court Community Supervision Training sponsored by the National Drug Court Institute (NDCI) Jan. 23-24 in New Brunswick. Carson Fox (below), NDCI project director, was one of the speakers. John Mooney (left, standing), vicinage assistant chief probation officer, and Arthur Browne and Sheri Bouldin, both senior probation officers, all of the Monmouth Vicinage, took part in a group exercise. Carol Venditto (below, left), drug court coordinator, and Edward H. Miklosey, probation specialist, shared responsibilities for arranging the program. (Photos by L. Holt)

Continuously Improving the Quality of New Jersey's Drug Courts



Domestic Violence Video Training Series Continues

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actors and others permission to "invade" the Mercer County Courthouse with camera equipment in tow. (We thank Judge Feinberg and the Mercer County Sheriff's Office for their cooperation in this production.)

It's no surprise that our state has taken the lead with domestic violence training since New Jersey is a national leader in providing protection to victims of domestic violence and their families. Among those initiatives is the Domestic Violence Hearing Officer Program.

A little background is in order. For those of you who may not be familiar with the Family Part, all vicinages have a domestic violence hearing officer (DVHO). These officers serve in a quasi-judicial position and hear requests for temporary restraining

orders. Once the temporary restraining order hearing is held, the officer then makes a recommendation to a Family Part judge as to whether or not that order should be granted. The Family Part judge then reviews the restraining order and either approves or disapproves that recommendation.

With this in mind, you can follow us to our first stop to film Mercer DVHO Diane Simpson conducting the restraining order hearing with Donna, the plaintiff (actress Rima DeBien). Rima put on her stage makeup to produce the black eye she received from Brian, the defendant (played by actor Torrance Downes).

The taping of the replicated temporary restraining order hearing went well. At the end of the hearing, Diane advised Donna that she would make the

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Judiciary Celebrates 20 Years of Minority Initiatives

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The event included service awards to Associate Justice James H. Coleman Jr., who will retire in May, and Judge Theodore Z. Davis, General Equity presiding judge of the Camden Vicinage, who will retire in June.

In her keynote address, the Chief Justice announced a new initiative among the Judiciary, Office of the Attorney General and Juvenile Justice Commission to conduct a joint study of all decision points in



Passaic Committee Members attending the celebration shown left to right include: Dorothy Howell, VACPO, adult division; Judge Stephen H. Womack, committee chair and acting presiding judge, Family Part; Alonzo Moody, Paterson deputy mayor and director of Youth Services Bureau; Maria Feliciano, a supervisor in the criminal case managers office; and Rashad Shabaka, VACPO, juvenile division. (Photo by M. Taylor)

processing juvenile defendants. The issue was raised nearly 20 years ago by the Ad Hoc Minority Concerns Committee led by then-Judge Coleman.

The New Jersey Supreme Court was the first state court in the nation to commission a task force to examine racial and ethnic fairness issues in a state court system. Today, 31 state courts and the District of Columbia have similar panels.



Judge Ronald J. Freeman speaks to guests of honor, including members of the Supreme Court, and an audience of more than 300. (Photo by L. Holt)

Other remarks at the celebration were presented by Judge Richard J. Williams, Administrative Director of the Courts; Camden Vicinage Family Judge Ronald J. Freeman; and Theodore J. Fetter, deputy director of the Administrative Office of the Courts. The Creative Arts High School Ensemble of Camden provided a musical interlude.

Justice Coleman and Judge Davis played key roles in developing and implementing the minority concerns program in the state's Judiciary. Their efforts laid the groundwork for critical changes in how the courts hire and train employees; how the court works to provide equal access to court services for all citizens; and how the court reaches out to citizens to seek their advice and to involve them in system-wide reforms and implementation of new court programs and enhancements to existing court services and programs.

In June 1992, when the Supreme Court Task Force on Minority Concerns published its final report,



Talented Teens from the Creative Arts High School in Camden performed musical interludes. (Photo by L. Holt)

the percentage of minority employees in the Judiciary's state and county paid workforce was 23.5 percent. In July 1994, Governor Christine Todd Whitman signed legislation authorizing the unification of the state and county-paid workforces.

In January 1995 this legislation became effective, and the proportion of minorities in the Judiciary workforce was 27.6 percent. The Judiciary's data consistently show an increasingly diverse workforce. From 1997 to 2003, minority representation in the Judiciary workforce rose from 28.7 percent to 35.1 percent. These data exclude judges and law clerks.

One significant innovation was the creation of the minority law clerk recruitment program. When then-Judge Coleman and Judge Davis began their work in this area, there were only four minority law clerks. A new program focusing on expanding the applicant law clerk pool was soon launched.

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Sussex Partners with Nonprofit...

by Elizabeth Domingo, Assistant Trial Court Administrator, and
Maureen Collerd, Child Care Specialist

Going through a divorce is a stressful and highly emotional process. Add to this stress a high conflict custody battle over a young child, and the experience can be overwhelming.

Consider this example. Janice came before a Family Court judge at the Sussex County Courthouse in Newton to begin divorce proceedings. A custody battle with her then-husband ensued, and there were several more appearances before the judge until a final divorce decree was entered.

Throughout this entire process, the one thing Janice did not have to worry about was where her children were during her court appearances. Janice's children attended the Sussex Vicinage Superior Court Child Care Center every time she was in court.

Janice is from England, with no relatives in New Jersey to provide support. She didn't have many places to turn for help with child care.

Located at the courthouse, the center provided her with peace of mind whenever she had to report to court. Maureen Collerd, who runs the center, was welcoming, reassuring and caring with Janice's 4-year-old son. He enjoyed his brief stay at the center and eagerly returned time and again to play with the fun toys, especially the play kitchen, and to "hang out" with Maureen. Janice was secure knowing her child was in good hands while she concentrated on the complex legal matters at hand. She knew her son was happy, relaxed and having fun, away from the stresses of the divorce process.

Some time later, Janice remarried. When she was called to court only two weeks after giving birth to her next child, Maureen and the center came through for her again. Janice knew that her new baby was safe at the center and was grateful for the help and support

of the staff. Janice said she wouldn't hesitate to go to the center again. Maureen and her generous volunteers were there for her and her children when they were going through a very difficult period.

The center created a friendly, safe and relaxed atmosphere for her children. And it helped Janice find a renewed faith in the kindness of human beings, at a time when she saw little of it.

Background

The Sussex County Courthouse originally had a minimally furnished, unstaffed children's waiting area. Because a better solution was needed, Elizabeth ("Liz") Domingo, the assistant trial court administrator, met

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A Safe and Welcoming Environment--A child plays in the Sussex County Courthouse's Child Care Center.

Client Data for the Court Child Care Center

Gender		Ethnicity (Families)	
Boys	396	White	396
Girls	343	Black	20
		Hispanic	43
		Other	30
Total	739	Total	489

Income levels for families served at the center follow:

Under 10,000	=	187
10,000-14,900	=	48
15,000-19,900	=	26
20,000-29,900	=	50
30,000-50,000	=	91
50,000-	=	87
Total	=	489

...To Offer Childcare to Customers

Continued from page 10

with Sharon Giacchino, the director of the North West Community Action Programs (NORWESCAP), to discuss the situation. NORWESCAP is a nonprofit organization that operates with funding provided by the Department of Human Services, Division of Family Development, United Way-Essex County and in-kind services provided by Sussex County Superior Court.

Domingo and Giacchino discovered that they shared a common vision of providing quality child-care resources to families in crisis. The courts had the space, and NORWESCAP had the child-care expertise and access to resources. The timing was perfect: The center was born in April 2001.

The NORWESCAP/Superior Court Child Care Center is located at the Sussex County Judicial

Complex in Newton. The center operates in an area that is approximately 400 square feet and can accommodate up to eight children at one time.

The center is staffed with a full-time NORWESCAP employee



and a part-time employee, as well as volunteers.

Two adults are in the center taking care of the children at all

times. Security is paramount at the center and strict intake and discharge of children is always in effect. The center is open between the hours of 8:30 a.m. and 4:30 p.m. and closes for lunch. There is no fee for services.

The center provides not only traditional child-care services, but also offers social services referrals and resource information to the families that may need assistance relating to housing, family planning, life management skills, adult education and other services.

The center's ultimate goal is to assist families to help themselves and to give children a safe, pleasant environment during a difficult time. For more information, contact Liz Domingo at (973) 579-0738 or Maureen Collard at the Court Care Center at (973) 579-7293.

Domestic Violence Video Training Series Continues

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recommendation that the restraining order be granted. We also taped Civil Judge Andrew J. Smithson reviewing and granting the order. (Thank you, Judge Smithson and Diane.)

Next to be taped were the final restraining order and contempt hearings. Family Judge Gerald J. Council graciously offered to assist, while Mercer County Prosecutor Daniel G. Giaquinto made available two of his assistant prosecutors to be part of the production. For the final restraining order hearing, Assistant Prosecutor Jennifer Downing portrayed the defendant's attorney.

For the contempt hearing, Assistant Prosecutor Stacey Geurds represented the state.

In this way, the stage (or courtroom, I should say) was set. We had our judge, the defendant's attorney, the assistant prosecutor and our actors. Everybody was ready to go.

It took the better part of two days to film these two hearings. Everything went well. These tapes went into post-production during the winter, a process in which narration and graphics were added to them to ensure that the tapes will serve as effective training tools.

This project would not have been possible without the full cooperation, support and unity provided by the various offices that we contacted. We would like to express our sincere thanks to all the "actors" who participated in this production. Stardom awaits you all.

(Editor's note: Production of the training series is expected to continue through the spring and summer. The videos will be used as part of basic training for Judiciary staff and will be available later this year in law libraries. A related photo appears on page 20 of this newsletter.)

Volunteer Retreat Focuses on Effective Minority Recruitment

The Judiciary's Volunteer Steering Committee Liaisons Conference held a retreat on "Effective Minority Recruitment" March 14 in Voorhees.

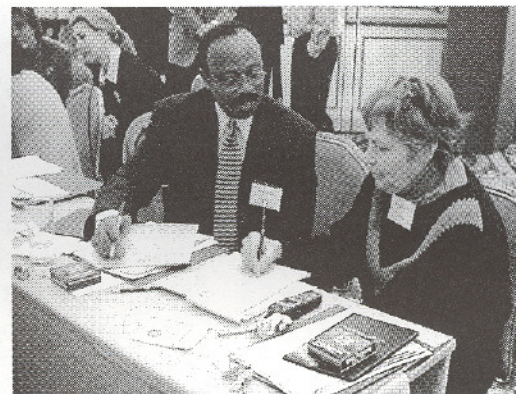
Habiba Soudan, president of ODEC Training Consultants, led a workshop that included a number of group exercises designed to reveal underlying

assumptions and to encourage active listening skills as the court staff expand their recruitment efforts to reach out to a more diverse population.

The program also included a welcome by Michael O'Brien, the trial court administrator for the Camden Vicinage; Emille R. Cox, manager of volunteer programs; Eugene Troche, an attorney in the Supreme Court Clerk's Office; and Steve Yang, health and safety officer in the Administrative Office of the Courts.



Recruiting volunteers from diverse backgrounds requires active listening skills and understanding, says Habiba Soudan (above), faculty at the Judiciary's volunteer retreat. Participants from throughout the state (right) engaged in workshops, exercises and discussion throughout the daylong event. (Photos by L. Holt)



Participating in workshops are volunteers Bob Underwood (left) and Gail Johnson (above, with Bobby Battle, chief of EEO/AA at the Administrative Office of the Courts).

On the light side**Monmouth Judges Win Cup, Passaic Responds with Ode**

A team of Monmouth judges won the Vicinage Cup during the annual golf competition last year.

Winning team members were: Assignment Judge Lawrence M. Lawson, Family Judge Anthony J. Mellaci Jr., Family Judge E. Benn Micheletti, Civil Judge Ronald L. Reisner, Family Judge Norman J. Peer, Criminal Judge Ira E. Kreizman, Family Judge Jamie S. Perri and Family Judge Paul A. Kapalko.

The Passaic Vicinage, previous holder of the Cup, responded to its defeat in verse. Passaic Civil Judge Frank M. Donato, founder of the tournament, wrote a poem lamenting Passaic County's loss of the Cup after successfully defending it from 1998 until 2002.

Judge Donato and Passaic Civil Judge George E.

Sabbath delivered the ode at the annual Passaic County Judges' holiday party at the Brownstone Restaurant in Paterson.

The poem references the judges from Passaic County who played: Judge Donato, Family Judge Anthony J. Graziano, Civil Judge Christine L. Miniman, Civil Judge Joseph J. Riva, Judge Sabbath and Family Judge Glenn R. Wenzel. It also references the judges who could not participate this year: Family Judge Michael K. Diamond, Assignment Judge Robert J. Passero, Civil Presiding Judge Joseph F. Scancarella and Criminal Judge Ronald B. Sokalski.

Judge Donato's poem *Ode to the Vicinage Cup* is an adaptation of *Casey at the Bat*.

Ode to the Vicinage Cup

by Judge Frank M. Donato

The outlook wasn't brilliant for the Passaic team
that raw Columbus day;
Diamond had the grandkids, Scancarella could not play.
When Frank double bogeyed and George did the same,
A sickly silence fell upon the students of the game.

A straggling few began to quit in deep despair at best.
Others clung to the hope which springs eternal in the human breast;
They thought if only all of the champs
could but get a whack at that –
They'd put up even money with a team like that at the bat,

But Ron had crippled knees, Bob's injuries, no fake
And the former was a lu-lu and the latter no piece of cake;
So upon that crippled many where grim melancholy sat.
For there seemed but little chance
of the whole team getting to the bat.

But, Riva let it rip to the wonderment of all
And Tony Graziano tore the cover off the ball;
And when the dust had lifted and the team saw what had occurred,
Chris had birdied the second, Glenn had birdied the third.

Then from the champs' throats and more there rose a yell;
It dumfounded Morris County, it rattled in the dell;
It confused Union County and recoiled in joyful glee.
Our crippled team was standing tall upon the tenth tee;

There was ease in Chris' manner as she stepped into her place,
There was pride in Glenn's bearing and a smile upon his face
And responding to the cheers, Tony lightly doffed his hat,
No stranger in the crowd could doubt the old team was at the bat.

All eyes were on George as he rubbed his hand with dirt;
All hands applauded when he wiped them on his shirt.

Then when Atlantic County grounded their balls into the creek,
Defiance gleamed in Glenn's eye, a smile curled Frank's cheek

And now the rubber covered ball was hurling through the air,
And the team stood awaiting it in haughty grandeur there.
When in the air, Middlesex's golf balls unheeded surely sped –
"That ain't my style," said Riva. "Down 1" the leaderboard said.

From the benches, bleak with people there went up a muffled roar,
Like the beating of the storm waves on a worn and distant shore.
"Kill Essex County! Kill Camden County!"
shouted someone in the land
And it's likely they'd have killed them had not Riva raised his hand.

With a smile of humble charity great Chris' visage shone;
She stilled the rising tumult, she bade the game go on;
Riva signaled to his team once more and off the golf balls flew;
Our team began to struggle the leaderboard said, "Down 2."

"Fraud!" cried the maddened team and the echo answered fraud;
But one scornful look from our Captain and the audience was awed.

They saw his face grow stern, they saw his muscles strain,
And they knew our team would play right through the awful pain.

The sneer is gone from Glenn's lip. Tony's teeth are clinched in glee;
Joe pounds with cruel violence his club upon the tee.
And now Monmouth County hits the ball and now it lets it go,
And now the air is shattered by the force of that team's blow.

Oh! somewhere in this favored land the sun is shining bright;
The band is playing somewhere and somewhere hearts are light,
And somewhere men are laughing and somewhere thumbs are up;
But there is no joy in Passaic County – we've lost the Vicinage Cup.

Judge Frank M. Lario Jr. Receives Rutgers Award

Camden Criminal Court Judge Frank M. Lario Jr. received the first Alumni Association Distinguished Service Award of the Rutgers School of Law – Camden on Jan. 14.

A 16-member committee selected the Superior Court judge in recognition of his commitment to serving the citizens of New Jersey and the Rutgers-Camden law school.

Judge Lario served as chancellor to the law school, chaired

the scholarship committee, and is a member of the board of managers. He was an instructor of estate planning and legal ethics for the



Judge Frank M. Lario Jr.

Institute of Continuing Legal Education (ICLE) and was appointed by the Supreme Court as a member of the Character and Fitness Committee and the Committee on Character.

Judge Lario began his legal career as a judicial clerk with Justice Vincent S. Haneman, who was Associate Justice of the New Jersey Supreme Court from 1960-71. Judge Lario was a municipal court judge from 1969 until his appointment to the bench in 1993.

Superior Court Clerk's Office Honors Unit and Supervisor

Paulette Davis, the Superior Court Clerk's training coordinator, has recognized the Data Entry/General Equity Unit and its supervisor, Annie R. Crawford, for their outstanding contribution and achievement in their participation in training activities and programs during the year 2002.

Crawford was awarded a certificate as supervisor of the year, for having demonstrated commitment in encouraging her unit to improve work content and functional and adaptive skills through training. The unit was also honored as Unit of the Year for demonstrating commitment to improving work content and functional and adaptive skills through training.

Davis said they were chosen because they worked on applying what they learned and, in doing so; they were able to deliver the best customer service from the unit and for the Clerk's Office, by improving and maintaining skills.

"Both Annie and her unit have been supportive of Superior Court training, lunch hour chats, video

skill building and video preview evaluations, as well as training offered by the Administrative Office of the Courts, Training and Staff Development Unit," Davis said. "They have individually and collectively as a unit team encouraged each other to meet the demands of their job and still make time for training."

The unit received the first Unit of the Month award in May 2002, followed by the Administrative Unit in September 2002.

Davis formed a Training Liaison Committee within the Clerk's Office. One of the committee's responsibilities in the future will be to select the Unit of the Month and Supervisor of the Month that best support the training goals of the Clerk's Office and make a similar selection on an annual basis.

The Training Liaison Committee includes an employee and alternate from each unit, with smaller units represented by their neighboring unit. This year's members are: William Fisher and Margaret Tattnell, Data Entry/

General Equity, also representing the Foreclosure Unit; Fred Mickle, Renee Borden and Sonia Pagan, Finance Unit, also representing the Trust Funds; Vanessa Platt, Judiciary Electronic Filing (JEF) Unit; Kemper Fortson and Yolanda Zayas, Judgment Unit; Colleen Grouser and Ivan Jackson, Records Management, also representing the Mail Unit, and Scott MacMillan, representing all units within the Superior Court Records Center.

Forming a Staff Golf League

Now is the time to make plans for a great golf season with coworkers and friends. Judiciary staff are invited to join the Administrative Office of the Courts (AOC) Golf League. The league includes golfers of all levels (beginner to expert). For further information, contact Debra Lane via e-mail (debra.lane@judiciary.state.nj.us).

Active Retirement Beckons Four TCAs

Four of New Jersey's 15 trial court administrators (TCAs) have retired or are planning to retire by the end of the current court year. They are:

Richard Callanan, Burlington; William W. Carpenter, Monmouth;

Yvonne LaMons, Camden; John N. Miri, Union.

Trial court administrators are the senior, nonjudicial administrators who ensure that the wheels of the justice system move smoothly. TCAs are chief operating officers who, in some vicinages, lead hundreds of staff in the efficient operation of our courts.

The retiring TCAs brought many gifts and abilities to their work and have a variety of plans for active retirement. Richard Callanan, for example, spent his entire adult life in the Judiciary, beginning as a probation investigator in 1976 after graduating from Trenton State College. TCA since 1991, Callanan established a central intake system where court customers could file papers. Callanan has accepted a two-year mission to Macedonia where he will help set up a court system.

Retiring after 28 years of service, William W. Carpenter began his career with the Judiciary as a senior probation officer in the Hudson County Probation Department. He served with the Pre-Trial Intervention Program and was appointed to the Juvenile and Domestic Relations Court as an assignment clerk and director of intake services during his four year tenure with Hudson. He served as TCA in Essex Vicinage beginning in 1978 and became Monmouth TCA in 1987. Farewells were

delivered during an informal luncheon at the courthouse.

Camden's longtime TCA, Yvonne LaMons, reports that she is busier than ever since she



Richard Callanan



William W. Carpenter



Yvonne LaMons



John N. Miri

retired. She remains active with Union County College, designing a college flag and tutoring students in American Sign Language (ASL), Spanish, English, Psychology and English as a Second Language. She is vice president of UCCs ASL Student Interpreters Group Network, a reporter for *The Scroll*, the college newspaper, and is a freelance writer on the subject of deafness. She is working with the law firm of Clara R. Smit in East Brunswick, consulting for two agencies in California and Colorado, and also has been involved in the court development program in Macedonia. Michael O'Brien,

former Essex assistant TCA, succeeded LaMons as Camden TCA (see *Judiciary Times*, Winter 2002-2003).

John N. Miri, an attorney,

served as Union TCA since 1980. When Miri joined the Judiciary, the Union court system was funded by the county with a local administrative and managerial staff. According to Assignment Judge Edward W. Beglin Jr., Miri focused primarily on "the courtroom, the judge and the judge's staff." Miri was a key player as Union became a part of the unified, state-funded court system. In particular, he worked for many years on improving the design and operation of the vicinage's personnel system.

Interviews with new TCAs will be featured in upcoming editions of *Judiciary Times*.

Judiciary Publishes 2002 Annual Report

The New Jersey Judiciary released its 2002 Annual Report in February. Covering the period from July 1, 2001, through June 30, 2002, the report is available on the Judiciary Web site at www.njcourtsonline.com and on the InfoNet.

"This year's Annual Report reflects the Judiciary's understanding of its responsibilities in a changing world," said Chief Justice Deborah T. Poritz in her

introduction to the report. "Meeting our constitutional obligation to fairly and peacefully resolve disputes and protect the rights and liberties of our citizens is essential for a free and just society," she added.

Structured around the theme "quality justice," this year's report highlights more consistency in judicial services statewide, an increasingly current caseload and a focus on technology.

Visitation Process Solves Problems...

Continued from page 1

in a number of unexpected outcomes. These include opening doors of communication among judges from different parts of the state and solving problems that, in some cases, vicinages may not have even known existed.

What is the Value?

In addition to the focus on best practices, judges and staff were asked what they see as the value of team visits both to the vicinages and to the visiting team members.

"The process is terrific," noted Family Presiding Judge Donald J. Volkert Jr. of the Essex Vicinage. Judge Volkert chairs one of the Family Division's four visitation teams.

"During our visits, we encountered many examples of superior performance not specifically related to best practices," he said. "It was great to see how things were handled in other parts of the state. You come back and say, 'Why didn't I think of that!'"

As a judge visited by a team in January, Criminal Presiding Judge Maria M. Sypek of the Mercer Vicinage was pleased to be able to showcase her division's strengths. "The team listens to explanations," she said. "They truly got the 'big picture' and appreciated both our successes and struggles.

"The visitation team is a source of help," noted Judge Sypek, a presiding judge since September 2002. "They didn't say, you didn't dot your 'i's and cross your 't's. Instead, they worked *with* us to solve problems."

A member of the Civil visitation team, Civil Presiding Judge Amy Piro Chambers of the Middlesex Vicinage has found the process a "fascinating experience," she said. "You develop such an understanding of the state."

While focusing on best practices, the teams inevitably encounter other issues. "In one case, we told a vicinage about a solution we had observed in another county," she said. "Sharing information in this way is good for communication and solving problems."

An example offered by a team member in the Criminal Division involved a vicinage that wasn't using the grand jury's time most effectively. Although it wasn't a best practice issue, the team recommended that the jury schedule be adjusted to save jurors' time and taxpayers' dollars.

Sometimes the best insights into a vicinage did not come during formal meetings and interviews. Judge Chambers found value in informal discussions with judges, staff and members of the bar. "You can really feel the pulse of the vicinage," she said.

Jane Castner, assistant director of the Civil Division, who also serves on a team, said the experience was positive. "Throughout the state, you see real, good-faith efforts to implement best practices in the correct way," she said.

In one vicinage, she noted, the team's recommendations were implemented even before they got the final report. "The process creates a very healthy dialogue," she said, agreeing that talking to members of the bar was an unexpected source of information. "Attorneys may not say anything about the county being visited, but they sure do provide insights about activities in *other* parts of the state," she said.

A Matter of Time

While there are many benefits of the visitation process, it *does* come with a cost: time and extraordinary effort.

"The process involves an unbelievable amount of work," said Judge Chambers.

"Nobody would do this if it didn't have real value," said Judge Volkert. "It takes so much time. We need to look carefully at each case type and prepare detailed reports. There is a lot to do."

Joseph Barraco, assistant director of the Criminal Division, agrees. "It's tough and time-consuming," he said. "We try to cover eight counties a year. That's eight Mondays these judges have to give up. Some of them try to make up the next day by doing double duty."

Even with the time and effort allocated, there is still much more that needs to be accomplished. "Our vicinage was visited for one day," said Judge Sypek. "We could have benefited from an even longer exchange of ideas. But it was indisputably a worthwhile experience."

Staff on the teams also felt that the results were well worth the investment. "I truly enjoyed being part of the team in spite of the sacrifice of time," said Florine Alexander, Family Division manager, Atlantic/Cape May. "My colleagues' task is to make unification a reality. It's a valuable and arduous task."

Time and again, judges and staff involved in the process have commented on greater progress toward

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...and Improves Customer Service Collegially

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consistent justice, a growing spirit of collegiality and a team approach to solving problems.

"It's really important for judges from other parts of the state to see what's happening 'in the trenches,'" said Judge Sypek. "It makes everybody feel good."

"We sit down and review what's good and what's not so good, what needs work," said Judge Volkert. "Vicinages sometimes learn things that they weren't aware of. As a vicinage recipient as well as a team chair, I found the experience very helpful."

Castner noted that the vicinages go out of their way to be prepared and helpful. "They do their homework," she said, "and make sure we can access computer data and look up the information we need."

While the effort and time commitment are realities that simply won't go away, the call to serve on a visitation team is an honor seldom declined.

"It's a privilege to be asked to serve on a team," said Barraco. "The judges who serve on these teams are the cream of the crop."

Minority Initiatives

Continued from page 9

New Jersey's Law Clerk Recruitment Program is now a national model. The representation of minority law clerks in the Judiciary exceeded the minority graduation rate of 22.4 percent at the three New Jersey law schools in 2002. A total of 115 of the 479 law clerks hired for the present court year are racial and ethnic minorities.

For further information on the visitation process, see "Civil and Family Launch Statewide Visitation Programs" on page one of the Spring 2002 edition of *Judiciary Times*. The issue is on the InfoNet.

--Linda Brown Holt

A Day in the Life of a Team Visit

What happens during a typical visitation?

Actually, there is no such thing as a "typical" visitation. It may vary depending on a number of factors, such as division and location. However, an outline of a recent Family team visit in the southern part of the state provides some idea of the scope of the process.

As background, Family is the only division with *four* teams (Civil and Criminal have one each) because of the size and complexity of its docket types. A visitation in the fall focused on best practices compliance in family juvenile (FJ), family crisis (FF) and children in court (CIC) cases.

To prepare for Family team visits, judges and vicinage staff are encouraged to review existing policy manuals and to complete a questionnaire about best practices and standards. The answers are then provided to team members before the visit.

The Visit Begins

During the fall visit, the team started the first day by meeting with the assignment judge, presiding judge, division manager and assistant division manager.

Following the meeting, team judges observed CIC and FJ processes while team staff interviewed vicinage staff and observed a juvenile and children-in-court board meeting. Lunch with FJ and CIC stakeholders (prosecutor, Division of Youth and Family Services liaison, law guardians and others) was followed by further observations and interviews. A post-meeting was held at the end of the day, and a similar intensive schedule continued on the second day of the visit. The team explained its findings to vicinage leadership before leaving so there would be "no surprises."

Once the visit was concluded, a staff person on the team drafted the report and provided it to the team for review. Once accepted, the report was forwarded to vicinage leadership. The vicinage responded by fixing problems and notifying the team of its compliance.

The Judicial Council's Management Operations Committee ultimately reviews the complete report, including the county responses.

Janis Alloway, an assistant chief in Family and member of a Family visitation team, contributed to this article.

--LBH

Mercer's Juvenile Drug Court Program...

by Michael Green,
Vicinage Chief Probation Officer

The increasing volume of juvenile drug-related offenses, combined with a general lack of resources, has given rise to the need to seek other alternatives to assist the juvenile justice system in its quest to assist youngsters who have committed drug-related crimes.

The Mercer Juvenile Drug Court (MJDC) was designed as just such an alternative. It seeks to address the increase in juvenile drug abuse, resulting delinquency and accompanying family and educational dysfunction.

In addition, the program seeks to reduce recidivism and the need for commitment or other out-of-home placement. The MJDC target population consists of pre- or post-adjudicated males and females between 13 and 17 years-of-age, within Trenton and Mercer County, who have moderate to severe substance abuse problems. The program, which received a federal grant from the Bureau of Justice Assistance, has a process and outcome evaluation procedure to assist in measuring program achievement.

Goals of the Program

The MJDC's primary goals are to: reduce drug use and delinquency; increase school enrollment, attendance and performance; provide training and/or employment opportunities and provide expanded family/caregiver services.

Participants successfully complete this 12-month program by progressing through four distinct phases of intensive treatment and supervision culmi-

nating in graduation from the program.

The planning and implementation of the MJDC is the result of a multidisciplinary partnership. With strong support from Assignment Judge Linda R. Feinberg and Court Administrator Jude Del Preore and in coordination with Family Division Manager Alfred Federico, I was privileged to lead the planning and implementation team that established the drug court.

Our partnership consists of Mercer County Probation Services, the Trenton Board of Education, the Family Division, the Offices of the Prosecutor and Public Defender, the Mercer County Division of Youth Services, and local treatment agencies with judicial oversight provided by Family Court Judge F. Lee Forrester.

The Juvenile Drug Court Planning and Implementation Team members are:

Judge F. Lee Forrester, Michael Green, chief probation officer and drug court team leader; Alfred Federico, family division manager; Kevin M. Brown,

assistant chief probation officer-juvenile; Amy Fischer, assistant family division manager; Matthew Regulski, assistant prosecutor; Amiro Scurato, assistant public defender; Paul Glassman, public defender; William Tracy of the Trenton school system; Christine Bucco, IT division manager; Roxanne McElroy-White, Mercer County Department of Human Services; Andrea Bowers, family part administrative specialist; Edwin Lee, supervising probation officer-juvenile; and Marilynne Baldwin, master probation officer-juvenile.

Recently, Denise Taylor, substance abuse officer, and Juvenile Drug Court Officer Jo Ann Valmas joined our team.

The Process

Representatives from the participating agencies engage in weekly staffing sessions and status hearings to review the progress of each active client as well as the referrals of prospective new candidates. The court substance abuse evaluator who is staff to the

Continued on page 19



Mercer's Juvenile Drug Court Staff—Shown clockwise from below the flag are: Judge F. Lee Forrester, Andrea Bowers, Matthew Regulski, Alfred Federico, Paul Glassman, Sister Maureen Malone, Denise Taylor, Michael Green, Amy Fischer, Edwin Lee and Jo Ann Valmas.

...An Effective Approach to Youth Drug Abuse

Continued from page 18

team assesses the degree and nature of the drug abuse pattern of each candidate. A "legal" screening to determine eligibility is conducted based upon criteria previously developed by the prosecutor and defender. The team reviews each potential candidate and provides a recommendation for acceptance or denial. Ultimately, the juvenile drug court judge makes the final decision.

The status review hearings are conducted weekly, typically on Friday afternoons. Participants and potential candidates appear at these sessions along with their families. Progress in treatment, school, the home and the community is reviewed using reports prepared by the supervising probation

officer and the treatment representative. The court uses incentives and sanctions to motivate participants toward compliance, growth, rehabilitation and successful completion.

Conclusion

More than 60 potential participants have been screened, and 10 clients are in the program. The goal is to place from 40 to 50 participants annually in the program. MJDC is well on its way to reaching these targets and, ultimately, achieving the greater goal of an effective alternative which assists these youth in becoming successful, law-abiding and drug-free citizens.

Swabs, Patches and Eye Scans

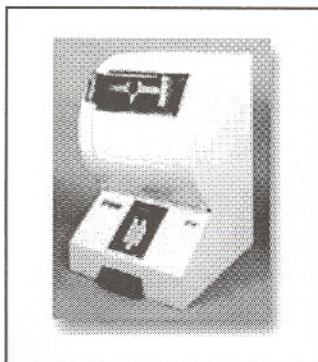
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each of the technologies.

"We're very supportive of the eye scan test," said Conerly. "It is fast, accurate, easy to administer and could significantly increase our capacity to test. And it has real deterrent value."

After an initial baseline test that takes about 15 or 20 minutes, probation clients can administer the 30-second eye tests themselves as needed.

"It gives you a printout, and if the system detects drug use, you'll know immediately," Conerly said.



An eye scan device
(PassPoint pupillometer).
Used with permission of
PassPoint.

Handheld breathalyzers. While alcohol use is legal for adults, there are occasions when probation officers may need to test clients for alcohol use.

Individuals under the legal drinking age and adults prohibited from using alcohol as a condition of probation now may be tested using handheld breathalyzers. Breath testing is not effective for drug detection, however.

There are approximately 85,000 adult and juvenile probationers under active supervision in New Jersey. Of these, 60 to 70 percent are involved with drugs, and testing is a significant expense. In FY '02, the Judiciary spent approximately \$750,000 on some 132,000 tests.

While the new technologies are being reviewed, traditional urine testing, analyzed by the Department of Health, probably will continue to be the principal method used.

"Down the road, we anticipate offering a range of possibilities," Burrell said. "Smart swabs" and even "smart cups" for urine testing may be used increasingly when immediate results are necessary, he said.

"The link between drugs and crime is irrefutable," said Burrell. "The good news is that we will have more and better tools to help us monitor drug use by probation clients. This in turn will contribute to greater public safety and better service."

Civil Division Kicks Off Customer Service Program

by Michelle V. Perone, Esq.
Civil Practice Division

In February 2003, the Civil Division statewide kicked off a practical, unique customer service pilot program using a course titled, "Give 'em the Pickle."

The foundation of this program is a video aptly called "Give 'em the Pickle," narrated by Bob Farrell, the founder of a successful chain of restaurants. The premise of the program is: Our primary business is the people business.

The idea of the "Pickle" began when many years ago Farrell received a complaint letter from a customer. The customer had asked a server in one of Farrell's restaurants for an extra pickle with his food. Instead of giving the customer the extra pickle, the server offered to bring the customer a side order of pickles for an extra 75 cents.

Farrell's response when learning of the complaint was, "Just give 'em the pickle!" Thus was born the concept that providing excellent customer service comes down to finding out what our customers want and simply giving them the pickles. The four key principles of the video and program are:

Service--Staff should make serving others their number one priority. Great customer service happens when staff exceed customers' expectations by adding their special touches.

Attitude--Staff should choose a positive attitude. How staff think about the customer is how they will treat them. A shining attitude is contagious and also shows in the quality of one's work.

Consistency--Staff must set high service standards and live them every day.

Teamwork--Staff must commit to teamwork and look for ways to make one another look terrific.

Throughout the next year, a different initiative will be going on each month in every county statewide to

reinforce portions of the "Pickle" philosophy. The goal is that the principles of the program will become like second nature to all civil division staff.

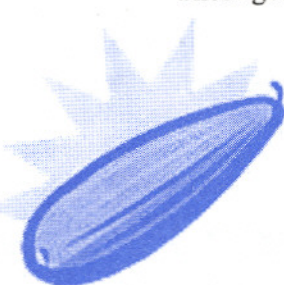
Previously, the Conference of Civil Division Managers Customer Service Committee had conducted a survey of all civil staff. Survey results overwhelmingly indicated that staff wanted ongoing customer service training and reinforcement.

To date, staff have been trained and individual, team and divisional customer service goals have been set. These goals are being proactively pursued.

For example, one of the aspects of "Pickle" is that what you give is what you get back. Thus, a friendly demeanor begets friendliness.

The Civil Division plans to record the experiences gleaned over the course of the year and to tailor the "Pickle" course and program to the court setting. With fine tuning, civil division staff and leaders anticipate creating a pilot that will serve to assist

the other divisions in the courts in the future.



Courtroom Drama--Participants in a courtroom drama taped for the domestic violence training series are (left to right): Superior Court Judge Gerald J. Council, Mercer Family Division; Assistant Prosecutor Jennifer Downing, Sheriff's Officer David Copeland, Morissa Smith, court clerk; Komal Dalal, law clerk, Rima DeBien and Torrance Downes, actors. Missing from the photo is Assistant Prosecutor Stacey M. Geurds. See related article on page 4. (Photo by C. Hepner)

NEW JERSEY JUDICIARY



Mission Statement of the New Jersey Court System

We are an independent branch of government constitutionally entrusted with the fair and just resolution of disputes in order to preserve the rule of law and to protect the rights and liberties guaranteed by the Constitution and laws of the United States and this State.