

## Public Now Can Observe Appellate Arguments in More Locations

The Appellate Division has expanded its list of sites where oral arguments are held, it was announced earlier this year by Judge Edwin H. Stern, presiding judge for administration of the Appellate Division of New Jersey Superior Court. Under the expanded list, Appellate arguments have been scheduled in court-houses in Mount Holly, New Brunswick, Paterson, Jersey City and Toms River.

These alternative sites offer an unusual opportunity for local students, attorneys and members of the public to view appellate arguments.

Appellate arguments usually are heard in Trenton, Hackensack, Morristown and Atlantic City. In addition, the Appellate Division schedules arguments on the campus of Rutgers University School of Law-Newark several times each year.

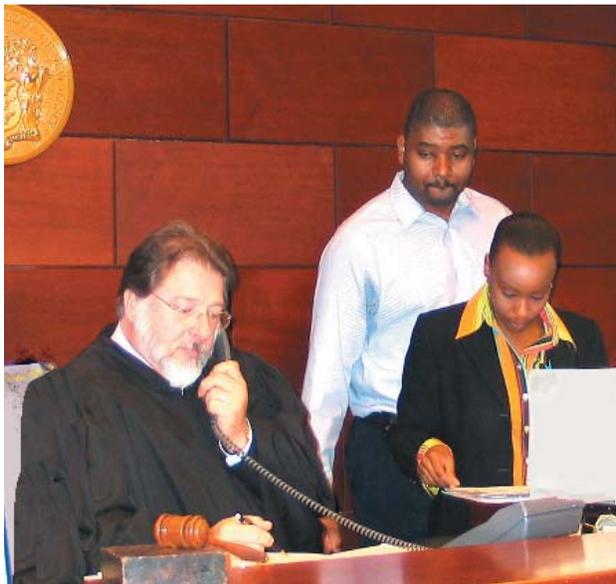
“By expanding the number of locations where oral arguments are held, we are able not only to accommodate the needs of the attorneys who will present these cases, but also to give additional students and members of the public the opportunity to observe the appellate process,” said Judge Stern.

Spring 2005

# Judiciary Times

The newsletter of the New Jersey Judiciary

*Winner of the Gold Astra Award for Newsletter Writing from the N.J. Communications, Advertising and Marketing Association*



**Judge F. Lee Forrester** of Mercer Family Court makes a call between juvenile hearings as Andrea Bowers, administrative specialist 3, and Sir John Collins, Mercer County Youth Detention Center court liaison, provide information. (Photo by L. Holt)

### *Two judges' views*

## Juvenile Delinquency Cases The Courts as a Tool for Transformation

Juvenile delinquency: it's not just about switchblades and black leather jackets. Today's youth appear in court for behavior that runs the gamut from running away to car theft, from disorderly conduct to murder. The perpetrators can be male or female and from any economic, ethnic or religious background. What connects them all is their youth.

Behavior that is not a crime that could be committed by an adult, such as running away, truancy or not obeying the rules of the home, is considered a juvenile-family crisis. In these cases, the juvenile is not subject to the penalties of detention or commitment.

“I deal exclusively with juvenile cases,” Judge F. Lee Forrester of the Mercer Vicinage Family Division said in an interview this winter. For the past 10 of his 11 years in the Mercer Vicinage, Judge Forrester has presided exclusively over juvenile cases, more than 2,500 cases in the court year ending last summer (about five percent of juvenile cases statewide).

“This is home for me,” said the judge, who studied child psychology before he went to law school. Juvenile cases are processed differently than other

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## Sue Regan Named Mercer Trial Court Administrator



**Sue Regan**

by Tamara Kendig  
Communications  
Specialist, Office  
of Communications

Assignment Judge  
Linda R. Feinberg,  
Mercer Vicinage,  
announced the  
appointment of

Sue Regan as trial court administrator, effective Feb. 14, 2005.

She replaces Jude DelPreore, who now serves as trial court ad-

ministrator for the Burlington Vicinage.

Under New Jersey's court rules, the administrative director of the court appoints the trial court administrator in each vicinage. Acting Administrative Director Philip S. Carchman said that he named Regan on the strong recommendation of Judge Feinberg.

As the highest-ranking staff executive in the vicinage, the trial court administrator is responsible for all court operations, including overseeing budget development and expenditures, supervising all judicial support personnel, managing facilities and resources, and directing program development and analysis.

"Sue has demonstrated excellent leadership and communication skills and takes pride in providing quality service to both internal and external customers and clients," said Judge

Feinberg. "She will be an asset to our management team."

Regan joined the Judiciary in 1977 as a probation officer in Hunterdon County and became the assistant Family Division manager there in 1984. She was named assistant trial court administrator in 1991. During her 13 years in that position, she participated in the design and development of the new Hunterdon County Justice Center and oversaw the transition into that new facility in 1996. A certified public manager, Ms. Regan holds a bachelor's degree in political science and criminal justice from the University of Scranton.

"I have enjoyed working with my colleagues in Hunterdon/Somerset/Warren Vicinage and I look forward to building strong working relationships with my new colleagues in Mercer as well," Regan said.

A Warren County resident, Regan and her husband, Bob Spears, have one son, Rob, who attends West Virginia University.

*Judiciary Times* is prepared by Communication Services, Office of Communications, 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 Acting Administrative Director of the Courts is Judge Philip S. Carchman.

Please e-mail short news articles saved as Word documents in plain text without formatting, as well as photos and/or suggestions to: *Linda.Holt@judiciary.state.nj.us* or send disk, photos and paper copy to: Editor, *Judiciary Times*, Office of Communications, 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 Communications*

Winifred Comfort

*Editor*

Linda Brown Holt

*Contributors*

Janet Bastien, Joseph A. Bolles, Arlene M. Bonville, Frank Hoeber, Diane Jenkins, Tamara Kendig, Michelle LaPread, Barbara Morgan, Lynn B. Norcia, Theresa Romano, Kim Daniels Walsh. Thanks to the other Judiciary staff who contributed articles, information and photographs.

## California Ombudsman Visits Essex Vicinage

Dwayne Roberts, ombudsman for Superior Court of Orange County, Calif., visited the Essex Vicinage Jan. 28 to observe the ombudsman program. The Orange County ombudsman position was created after a California judge visited Essex Superior Court and was impressed by the program.

"I counted at least five major levels of customer service available to the public during my visit," said Roberts. These levels included the court concierge program (greeters), the information desk in the

main lobby, the Civil and Criminal Customer Service Offices, the Information and Community Relations Center, and the Office of the Ombudsman.

"With so many levels of customer service," he said, "it would be difficult for someone to visit the court and not receive the assistance that he or she needs to conduct court business."

The Superior Court in Orange County plans to provide similar services for the public, Roberts said.

Roberts thanked Superior Court in the Essex Vicinage "for being a role model for other courts in the pursuit of justice."

# CERT Program Trains Staff Volunteers To Provide Emergency, Life-Saving Services

by Arlene M. Bonville  
Court Access Services

Last summer, 18 Judiciary employees had the privilege and honor of becoming members of a very vital and elite group. We were trained to become certified members of the Community Emergency Response Team (CERT).

The CERT program is a relatively new concept in New Jersey, but it was actually developed in 1985 by the Los Angeles Fire Department (LAFD). The LAFD realized that private citizens, people like us and our neighbors in our communities, are usually the first responders in a crisis, arriving at a disaster scene before emergency personnel.

They determined that it would be worthwhile to provide basic emergency training to private citizens who wished to volunteer their services -- training that would better prepare volunteers to act skillfully, knowledgeably, and above all safely in the event a crisis situation should arise.



**Tom Arey** of Communications with high-visibility CERT vest.

overwhelming. The 20 hours of classroom instruction included Disaster Preparedness, Disaster Fire Suppression, Disaster Medical Operations Parts I and II, Light Search and Rescue Operations, Disaster Psychology and Team Organization, Terrorism, as well as practical exercises held at the Dempster Fire

Academy in Lawrenceville.

At the academy we actually performed light search and rescue and extinguished small, contained fires. Using training dummies the size and weight of full-grown men, we triaged injured victims and performed medical procedures. We splinted limbs, applied pressure to wounds, opened airways, treated shock and created cribbing to remove trapped and injured victims.

Becoming a CERT member was an incredibly eye-opening experience. There is so much that needs



**Supreme Court Clerk Stephen W. Townsend** congratulates Paula Schlosser (left) and Shirline Clark from the clerk's office. (Photos by L. Holt)

to be learned in order to perform responsibly when a disaster strikes. Most of us questioned ourselves at least once during training regarding whether or not we would realistically be able to do what we were being taught if there was an actual emergency, but we were reassured that if a situation arose that we could not handle, someone else would do it, and we could help out doing something else.

Our instructors told us that there is no shame in not being able to perform a particular function. There is enough to be done in an emergency for each and every volunteer to be kept busy for a very long time.

# Operations Manager Gerry Gabler Honored By New Jersey Jail Wardens' Association



Gerry Gabler

Gerry Gabler, operations division manager for the Monmouth Vicinage, received the President's Distinguished Service Award at the Jan. 21 installation of officers dinner of the New Jersey Jail Wardens' Association in Atlantic City.

Glenn Saunders, the association president, presented

the award, which recognizes "outstanding contributions to the field of corrections and criminal justice."

Gabler's service to the Judiciary began more than a quarter of a century ago. He served as Criminal Division assistant supervisor from 1977 to 1985 and as an administrative supervisor 4 in the automated trial court services unit in the Administrative Office of the Courts from 1985 to 2004. From 2004 to the present, he has served as operations division manager in the Monmouth Vicinage.

In the Monmouth Vicinage, Gabler is responsible for overseeing court facilities, building security, volunteer programs, complementary dispute resolution programs, the law library, jury management, public access, court reporting/transcripts, interpreting service and fleet maintenance.

Gabler served as the liaison from the Judiciary to the New Jersey Jail Wardens' Association for many years on projects involving the County Correction Information System (CCIS).

## Morris/Sussex Vicinage Programs Increase Judiciary Awareness

by Kim Daniels Walsh  
EEO/AA Officer and Ombudsman  
Morris/Sussex Vicinage

In an effort to promote a greater understanding of the Judiciary in the Hispanic community, Morris/Sussex employees recently initiated information sessions for employees and constituents of the Dover-based Morris County Organization for Hispanic Affairs.

Hispanic Affairs, a social service entity with strong ties to the community, offers myriad services including career planning, computer training and transportation assistance. Kim Daniels Walsh, EEO/AA officer and ombudsman, partnered with Susan Chait, Human Resources Division manager, to provide the organization with information on the Judiciary as well as employment opportunities.

The first session, offered in December, was conducted exclusively for Hispanic Affairs staff. The goal of the session was to familiarize the staff with court operations and career opportunities.

"This was a unique opportunity to meet with the individuals who advise the community on various issues," said Chait. "We hope that by training the staff on the nuances of the Court system, including employment opportunities, the community will have a better sense of what the Judiciary offers."

The EEO/AA-ombudsman's office, in conjunction with human resources, next will offer information sessions at the Hispanic Affairs Office directly for the public. Information sessions will be offered quarterly at the Hispanic Affairs Office.

## Hudson Vicinage Honors Volunteers In Innovative SCP Settlement Program

by Joseph A. Bolles  
Assistant Civil Division Manager  
Hudson Vicinage

Thirteen volunteer attorneys and three staff were honored at a luncheon this fall for their participation in the Hudson Vicinage's Special Civil Part (SCP) Settlement Program. The event was sponsored by Assignment Judge Maurice J. Gallipoli, Civil Presiding Judge Carmen Messano and Civil Division Manager Antoinette Outwater.

The volunteers and staff received framed Certificates of Appreciation for their work in making Hudson's settlement program a success.

The SCP Settlement Program was implemented in 2002 with the introduction of best practices. It replaced the arbitration program in place since 1991. Although arbitration was highly successful, it frequently required multiple court appearances, whereas 98 percent of cases are settled on the day of the trial under the settlement program.

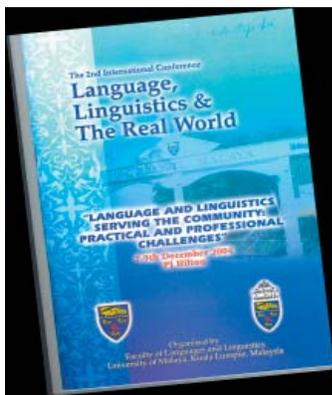
In the summer of 2002, then-Civil Presiding Judge Gallipoli reached out to Hudson County Bar President Joseph Sherman seeking volun-

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## New Jersey Judiciary's Interpreting Standards Shine During "By Invitation" Conference in Malaysia

The New Jersey Judiciary's leadership in interpreting services, already well known throughout the United States, now has international recognition thanks to a presentation at a global conference in Malaysia in December.

Robert Joe Lee, manager, interpreting services section in the Administrative Office of the Courts, presented a paper on "Interpreting Standards in Court" at the University of Malaya, Kuala Lumpur, Malaysia, on Dec. 8. The presentation was at the invitation of the university, which paid all expenses.



Conference program

Lee, the only representative from the United States, presented a paper at the Second International Conference, "Language, Linguistics and the Real World." Also participating in the conference's Symposium on Translation and Interpreting were interpreting experts from France,

Norway, Australia and Great Britain. Conference presenters also included scholars from Ireland, Japan, Brazil, India, Iran, Philippines and other countries.

Lee's paper focuses on the Judiciary's Standards for Delivering Interpreting Services, codified last year. The paper describes the emergence of interpreter and translator testing in the state, the adoption of a code of professional conduct, the creation of a variety of administrative activities such as statistical reporting systems and policies including a uniform method of managing contract interpreting services.

### A 23-hour flight

Lee's 23-hour flight to Malaysia--a country of some 21 million people located between the Indian Ocean and the South China Sea--took him from Newark to Stockholm, over Russia, Afghanistan and India to Kuala Lumpur, the nation's capital.

"The service on the Malaysian Airlines flight was astonish-

ing," Lee recalled, "and all the Malaysian people I met during my visit were unfailingly gracious and hospitable."

Malaysians, Chinese and Indians make up the majority of the population in a peaceful country that is linguistically and religiously diverse. Lee visited with a Chinese couple during his visit and also stayed with his hosts, Dr. Zubaidah Ibrahim, an associate professor at the university, and her husband, the renowned linguist Roger Bell of Lancaster University, the United Kingdom. During one evening get-together for the interpreters, Lee cooked his specialty, sour cream enchiladas, to rave reviews.

### A global resource

While Lee did not have the opportunity to observe court proceedings during his visit, he learned that Malaysian courts operate quite differently from those in the United States. There is no sound recording and instead, the judge takes notes during proceedings to produce the record. There are no interpreting standards, and interpreters may be called upon on occasion to act as attorneys for the people for whom they are interpreting, he said.

The Judiciary's leading-edge interpreting standards may serve as a resource for other nations considering a different approach. The value of these standards is summarized in the final sentences of Lee's paper:

*Twenty years ago, many of New Jersey's judges and attorneys seemed to dread cases that would require interpreters. Today, with the presence of competent interpreters, together with judges and lawyers who know how to work effectively with them, there isn't much anxiety or concern any more as the interpreter now tends to be viewed and treated as an officer of the court, a member of the team that administers justice. The culture has changed dramatically, but it took time--and it can change in any other Judiciary.*



Malaysia is famous for its high-quality pewter. Here, Robert Joe Lee attends a demonstration of the craft.

--LBH



Diane Jenkins

## Probation Services Celebrates Black History Month

by Diane Jenkins, Secretary 1, Child Support Enforcement Services

This year the Probation Services Division built on its tradition of celebrating Black History Month with displays, music and a festive luncheon.

Diane Jenkins chaired this year's celebration with support from Mary DeLeo, assistant director, and other staff, Linda Taylor, Vicki Barksdale-Mitchell, Mary James, Sarita Mungo, Rich Narcini, Sharon Ellison, Andrea Lyles, Ty Edge, Brian Rivers, David Schwartz, Tisha Williams, Kevin Cook and Linda Hall.

A variety of collages were displayed throughout the Probation Division offices at Jersey St., Trenton, this year. The displays included African-American postage stamps and a "Calendar of What Happened on this Date in Black History."

The highlight of our celebration was a luncheon held Feb. 25. We transformed a conference room into The Famous Café. The room was decorated with representations of famous African-American health professionals, writers, entertainers, scientists, educators, generals, admirals and other leaders. Jazz and blues played in the background. The history of African-American cooking was featured in a display along with recipes for some of the dishes. Some probation staff members brought in their specialties. All enjoyed great food and company.

# Juvenile Delinquency Cases in the Courts:

Continued from page 1

Superior Court cases in part because federal and state law indicate a therapeutic rather than a punitive approach in dealing with offenses committed by young people.

In nearby Ocean Vicinage, Judge Barbara Villano presides over delinquency, family crisis and other family cases involving abuse and neglect, and termination of parental rights.

“On certain days, I deal with all the bad things that are done to kids, and on other days, I deal with the bad things kids are doing to other people,” she said. “It isn’t surprising to see the same kids who have been abused coming back because they have harmed someone else.”

Judge Villano cited a recent example:

Tom was placed with an aunt because of abuse and neglect.

“His family was really dysfunctional,” the judge noted. “Mom had a number of issues, and may have been bipolar. An uncle was in jail for going on a rampage and killing a number of people. Tom bore the signs of physical abuse, so it wasn’t too surprising when he appeared before me on charges of assault and drug use.”

But the cycle of abuse and violence may have been broken. “I think he finally understands that living with his aunt is a stable place for him,” Judge Villano said. “He has stabilized in school, he’s not so angry, and he’s clean, as far as we can tell.”

Only the most serious offenses result in a juvenile coming before a judge in a New Jersey court. Juvenile complaints move from the local police department through the prosecutor’s office to the Family Division of the appropriate Judiciary vicinage (county or a group of counties).

Depending on the seriousness of the offense, the young person’s age and other factors, the complaint is heard by one of the following:

- \* Juvenile Conference Committee (JCC). Trained volunteers hear the case in the young person’s community. The JCC coordinator on Family Division

staff oversees the program in the vicinage.

- \* Intake Services Conference (ISC). A probation officer trained in juvenile cases conducts the hearing within the vicinage’s Family Division.

- \* Court hearing with judge or juvenile referee. The judge hears the more serious cases. The juvenile referee--an attorney or other experienced staff member appointed to this position--hears the less serious cases as well as those referred from the JCC and ISC in cases where the young person has not complied with direction or has not shown up for disposition.

Because of the unique nature of juvenile cases, this docket type has a language all its own. Cases are

not tried: they are adjudicated. Young people are not sentenced: their cases are disposed. Juveniles are not jailed: they are detained.

“There is a reason for these special terms,” explained Judge Forrester. “They clearly distinguish between criminal cases and those involving kids. When you do it (process juvenile justice) well, it’s a whole different system.”

Sometimes that system results in complete resolution of a problem.

At other times, it’s a case

of “two steps forward, one step backward” as the young person makes improvement in some areas and falls back in others.

When interviewed by *Judiciary Times*, Judge Villano had just come off the bench with Ed, a young man in the Juvenile Intensive Supervision Program (JISP).

“These are kids we think are Jamesburg-bound,” said the judge, referring to the New Jersey Training School for Boys in Jamesburg. “But with a lot more supervision, they have the potential to turn their lives around.”

Ed was in fact a teen who had made remarkable progress in JISP, with one hitch.

“He’s extremely disrespectful,” the judge said. “On the positive side, he has perfect attendance and made the honor roll, which is remarkable. So we had



**Sheriff's Officer** Robert Hartpence (right) and Katrina Gregg, court clerk, assist Judge F. Lee Forrester.

# A Tool for Transformation

Continued from page 7

this little discussion, he and I, in order to avoid a violation of probation, because that would send him to Jamesburg.”

Judge Villano talked to Ed about the importance of behaving like a gentleman. “How can an honor student talk trash to teachers? The two things just don’t go together,” she said. “He has to give up his old self if he wants a successful future.”

Working with the Judiciary in helping put kids on the right track is a host of social services organizations who are active partners in providing counseling, medical assistance and educational resources. In some programs, such as Nightwatch, probation officers partner with schools and medical facilities to provide round-the-clock assistance and, if necessary, intervention.

However, the coordination of these services isn’t automatic. It requires constant networking among judges and Judiciary staff throughout the state.

“The good part is that we are blessed with a wonderful judges’ statewide network,” said Judge Forrester. “We talk, call or e-mail each other, attend regular training seminars.” Judge Forrester put together an impressive stack of laminated worksheets with checklists and information on services which are shared with other judges. But agencies and social services are not the only partners that the justice system looks to.

“One of the most important support systems is the family,” said Judge Forrester. “But the human organism is complex, and parents and guardians vary

widely in their approach to their children’s behavior. For some, the parents are eager to have the child brought into court. ‘Take him, fix him and give him back,’ is their attitude. For others, butter doesn’t melt in that child’s mouth, and you can’t expect a lot of support or cooperation from those parents.”

While juvenile crime overall may be slightly on the decrease statewide, there are increases in certain kinds of offenses, often the kind that bring young people before a judge.

“We have a lot more gang activity,” said Judge Villano, a problem Judge Forrester also noted in the Mercer Vicinage. “And drugs, burglaries, criminal mischief. I have a case now where a young girl stole a car and eluded the police at high speed resulting in a fatal accident. She was charged with homicide,” Judge Villano said. “It’s not the sleepy little county it used to be.”

## Probation Services Plays a Major Role In Juvenile Cases

The Probation Services Division plays a large role in the Judiciary’s successful resolution of juvenile delinquency cases. Overall, the majority of young people who go through the Judiciary’s program for juveniles do not commit the same offense again.

“Any success we have with the juveniles under probation supervision - and we have approximately 12,000

Continued on page 11

Judges and staff find themselves working harder and smarter to handle this unique kind of case-load, which demands sensitivity, firmness and a broad spectrum of contacts and special expertise.

“We’re always really busy,” noted Judge Forrester, who, with staff, is often still in court in the early evening. “I drive myself and my staff crazy!” he said with a good-natured laugh.

But despite the success of processing juvenile cases, there is little optimism that the roots of these offenses suddenly will disappear.

“The biggest heartache is that our kids don’t have dreams,” said Judge Villano. “They don’t have dreams of being successful. They can’t imagine themselves going to college or having a good job, a beautiful home. They don’t see a future.”

Despite the pressures and heartache, Judge Villano, Judge Forrester and the many other juvenile judges, referees and staff throughout the state continue to devote their professional lives to bringing a measure of hope to young people in distress.

“In 28 years, I’ve changed jobs but not careers,” said Judge Forrester. “This is my calling.”

“I’ve heard these cases for nearly 11 years,” said Judge Villano. “Why? It’s the kids. They grab you. There’s a feeling that, yes, you can help them, you can make a difference. This, I guess, is my legacy.”

--Linda Brown Holt

(Note: Names of juveniles have been changed in this article.)

# Twelve Participants Celebrate Their Success At Bergen Drug Court Commencement

by Barbara Morgan  
Drug Court Coordinator  
Bergen County

Bergen Superior Court held a commencement ceremony for 12 of its drug court participants Jan. 27. Superior Court Judge Paul J.

Vichness was the keynote speaker. Drug court is dedicated exclusively to cases involving nonviolent drug-using offenders and offers comprehensive supervision, drug testing, treatment and immediate sanctions and incentives. The program involves a team approach on the part

of the judge, the prosecutor, defense counsel, probation officers, law enforcement and correctional personnel, educational and vocational experts, and substance abuse treatment specialists.

By closely monitoring participants, the court is able to actively support the recovery process and to react swiftly to impose appropriate therapeutic sanctions or to reinstate criminal proceedings in the event of noncompliance.

Drug courts operate in every vicinage in New Jersey. Since the program's inception, offenders have found employment and begun meeting their financial obligations, parents have regained custody of their children, and dozens of drug-free babies have been born to participants around the state.

Drug courts have proven effective at breaking the cycle of drug abuse and crime, giving drug addicts the opportunity to become productive citizens. They are a cost-effective alternative to incarceration for non-violent offenders, and they help reduce minority over-representation in prison.

Bergen County's drug court, which opened in 2002, currently has 101 participants. This ceremony was a celebration of a new phase in the lives of 12 offenders who have completed the most intensive treatment phase of the program. They will remain under close supervision of the drug court team during the fourth and final phase of the program.

## Monmouth Chancery Division Relocates to Restored Courtroom

by Theresa Romano  
Administrative Specialist 4  
Monmouth Vicinage

This past December, the Monmouth Vicinage's Chancery Division relocated from the Monmouth County Courthouse to the Hall of Records, located at 1 East Main St., Freehold. The Chancery Division had to vacate the courtroom in the Hall of Records several years ago because of renovations to the building.

The courtroom has been in existence for more than 75 years. In 1930, a fire destroyed a stairway and belfry to the existing courtroom. The reconstructed courtroom from 1930 is the same courtroom which the Chancery Division occupies today.

More recently, the courtroom went through an extensive restoration. The room was painted, cleaned and refurbished in order to return the courtroom to its original beauty. The courtroom has been described as "one of the finest interior spaces in Monmouth" by Randall Gabrielan, executive director of the Monmouth County Historical Commission.

Today, Judge Alexander D. Lehrer, presiding judge of the Chancery Division, occupies the courtroom. The Monmouth Vicinage also uses the courtroom for special events such as the annual Law Day celebration.

*Historical information provided by Madeline Hersh, Monmouth County Department of Public Information and Randall Gabrielan, Monmouth County Historical Commission.*

### Judiciary Holiday Party Scheduled for Dec. 15

It's not too early to think about the Judiciary's holiday party!

Dec. 15 has been set as the date for the annual event sponsored by the Judiciary's central offices.

This year's planning committee has a memorable event in store. Additional details will be included in the next edition of *Judiciary Times*.

## Essex Judge Experiences Adventure and Growth As Full Colonel in the Army JAG Corps

By Michelle LaPread  
Administrative Specialist  
Essex Vicinage

In addition to serving the public as a Superior Court judge in the Criminal Division of the Essex Vicinage, Michael J.



**Judge Nelson**

Nelson serves his country in the Army Reserve as a member of the Judge Advocate General (JAG) Corps with the U.S. Army Trial Judiciary.

Serving the entire U.S. Army worldwide, the JAG Corps com-

prises 19 military judges on active duty and 14 Army Reserve judges. Judge Nelson has been a member of the Army Reserve JAG Corps for more than 20 years and a member of the Army Judiciary since 2001. On Dec. 15, 2004, Judge Nelson was promoted to Full Colonel.

In his capacity as military judge, he hears active duty felony cases on military bases in the 3rd Circuit, which includes bases in the western, midwestern and southern United States. Previously, Judge Nelson was assigned to the 1st Circuit and heard cases at Fort McNair, Washington D.C.; Belvoir, Va.; Fort Detrick, Md.; Fort Drum, N.Y.; Fort Myer, Va.; and Maxwell Airforce Base, Ala., among others.

He has also served in Germany, Panama and Kuwait. In Kuwait, he was stationed in a safe zone near Iraq where proceedings were conducted in makeshift courtrooms. In February, Judge Nelson tried a case at Fort Polk, La., involving two AWOL U.S. soldiers from the 1st Squadron, 2nd Armored Cavalry Regiment stationed in Iraq.

Judge Nelson believes that it is his duty to be well aware of the missions and day-to-day activities of soldiers.

Asked why he joined the Army Reserve, Judge Nelson said he simply “saw it as an opportunity for adventure and growth.” Judge Nelson believes that his position in the Army Reserves makes him “a better civilian judge” since he deals with matters of law on a larger scale.

## Family Division Subcommittee Develops New Video For Parents

by Lynn B. Norcia  
Child Welfare Mediator  
Essex Vicinage

Parents in Essex County involved in abuse and neglect litigation will soon have a new source of information to assist them in understanding the role of the Division of Youth and Family Services (DYFS) and the legal processes surrounding their dilemma.

With the assistance of William Mecca, the Judiciary’s video production coordinator in the Office of Communications, the Parent Advocate Subcommittee of the Essex Vicinage Model Children’s Court Advisory Committee has developed a 19-minute video that provides information to defendant parents at the first court date,

prior to the appointment of legal counsel. The goal is to ensure that parents have every opportunity to understand what is going on in their case and to participate knowledgeably.

Titled “Where are My Children? Understanding Child Protection Litigation,” the video includes information that helps parents understand the distinct roles of social service providers, attorneys, judges and other individuals involved in the court process, so that parents may interact more effectively with them.

It also includes information about the stricter time frames under the federal Adoption and Safe Families Act (ASFA) regarding out-of-home placements. The video will be used in conjunction

with a parent handbook developed by the subcommittee already being distributed to parents involved in abuse and neglect litigation. The handbook provides written information as well as a calendar to keep track of important dates in the case, including court dates and other important dates such as those for evaluations, counseling and visitation.

The video was a collaborative effort by the members of the Parent Advocate Subcommittee. Essex-Newark Legal Services attorney Dianna Fuller, along with Legal Services attorney Diana Dunker wrote the script. Fuller’s role in the video did not stop with the writing of the script; she also gave an award-worthy performance as “Jane Johnson,” the fictitious mother in the video.

## Hudson Civil Division Scores High In Recent Customer Service Survey

Throughout the state, New Jersey court staff work hard to provide quality customer service. Those efforts are paying off, to judge by the results of a customer service survey distributed throughout 2003 and 2004 in the Civil, Family and Finance Divisions of the Hudson Vicinage.

While not all of the 709 completed surveys have been tabulated, early results for the Civil Division indicate that 100 percent of respondents said they had received a fair hearing and 95 percent rate their overall experience as positive or very positive.

According to Joseph Davis, Hudson's trial court administrator, 97 percent of respondents agreed that Civil staff were helpful, and the judge was courteous. A total of 98 percent agreed that Civil staff were courteous, the judge gave the

parties sufficient opportunity to explain their cases, and the judge clearly explained his or her decision.

Some of the questions asked in the two-page survey addressed topics such as the customer's role in the case, whether they had an attorney, how long they had to wait, and whether their case was explained to them. The form also left room for suggestions to improve service.

Some of the customer comments received were:

- Staff were extremely courteous and helpful;
- Judges and staff were very professional;
- The court was very prompt and efficient;
- The judge was very well prepared and familiar with the issues;
- My physical handicap was ac-

commodated well;

- The judge was very fair;
- My matter was very promptly attended to;
- The overall atmosphere was very comfortable;
- The most positive part of my experience was the kindness of staff.

The survey follows more than a year of intensive customer service training in the division, Davis said. This has included the establishment of a customer service center and the celebration of Customer Service Week in the fall.

"We're pleased to see what a difference it makes when staff work together to make customer service a high priority," Davis said.



**If the pickle fits**--Rupert Haller, court supervisor 2 in the Hudson Vicinage, recently donned a pickle costume as part of a customer service training program attended by Hudson court personnel who have volunteered to staff the vicinage's new information desk. Information available at the desk, which is located in the main lobby of the Administration Building, includes directions, phone numbers, locations of meetings and court hearings, and information on where to file complaints, pay fees and fines, make copies, and purchase money orders. (Photos by T. Kendig)

# Probation Plays a Major Role in Juvenile Cases

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– comes from the dedication and expertise of hundreds of individual probation officers throughout the state,” said Gayle Maher, chief of juvenile supervision services.

Jill Trudel, a probation officer in the Monmouth Vicinage, attributes the success of the program in her county in part to the teamwork and commitment of the vicinage’s 14 juvenile probation officers.

“We have a great crew. They work very well with each other and with our partners, especially the schools,” she said. “Every probation officer has stories of young people who have turned around and changed their lives.”

She cited one example of a young man who went through the courts for drug possession. “He went from drugs to a new life as a designer for television,” she said. “His parents have become very involved

because of our program and are a great source of support for him.”

Probation officers “go the extra mile. The hardest part,” she said, “is trying to ‘turn it off’ at the end of the day. You’re always thinking of what you can do next to help.”

A probation officer for eight years, Trudel is active in the county’s bias crime program. “Bias crime is growing among juveniles,” Trudel noted.

Maher said that working with young people is particularly challenging today.

“All you have to do is pick up a newspaper to see articles about gangs and violence,” she said. “There are huge societal and family issues involved in supervising juvenile probationers; but our officers are dedicated and go above and beyond the expectations. They are some of the most energetic and enthusiastic people in the system.”

Perhaps, she concluded, it’s all about hope.

“When you’re working with young people” she said, “you always have hope that you can make a difference in their lives and that they will move toward more positive behaviors; small changes are huge steps for our probationers and our juvenile officers play an important role in this dynamic.”

## CERT Emergency Training

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This past fall, a graduation ceremony was held in the Conference Center of the Justice Complex. Each graduate received a certificate and an equipment bag containing a reflective vest, a hardhat with the CERT logo, gloves and various tools that may be needed if we are ever deployed. Although we hope that will never happen, we know that if we are ever needed, we will respond as we have been taught to respond: responsibly and safely.

### Judiciary CERT Graduates

Tom Arey	Keisha Drummer
Arlene Bonville	Doug Fadden
Pauline Bullock	Steve Gaissert
William Carlin	Mary James
Barbara Chase	Elizabeth Knight-Bradley
Shirline Clark	James Kopaczewski
Ruby Cochran	Mike Mazza
Paul Dermody	Paula Schlosser
George Dillon	Lisa Taylor

*Sources for this article include a brochure produced by the New Jersey State Police Office of Emergency Management, and a memorandum sent to potential candidates for the program by Gerald Williams, support services administrator, Office of Management and Administrative Services, in the Judiciary’s Administrative Office of the Courts.*

## Check Web Site for Emergency Closings

Weather-related and other emergency closings of the Justice Complex and the vicinages are posted on the Judiciary Web site [njcourtsonline.com](http://njcourtsonline.com).

## Hudson Honors Volunteers

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teers to serve as “settlers” on non-motion Fridays. To make the task even more challenging, these attorneys would not be compensated for their services. Initially the program began with five volunteer attorneys; today the roster has grown to 13.

Hudson Vicinage judges and staff are proud of the growth and success of this innovative program. Attorneys honored were: Jorge Aviles, \*Nathan Beck, Marlene Caride, Steven Cochran, Tara D’Amato, \*Charles D’Amico, \*Gregory Diebold, Tracy Goldstein, Tracy Evans-Moyer, Anna Norris, \*Frank Nostrame, \*James Tutak, Nadya Zerquera. (Asterisks denote those who began the program in 2002).

Vicinage staff honored were: Rupert Haller, team leader/mediator; Donna Bodiglio, program coordinator; and Sophie Telewiak, assistant program coordinator.



## Tech-KNOWLEDGE-y

# Nipping Computer Problems in the Bud

by Janet Bastien, Project Manager, Information Technology

An old proverb says that even a good garden may have some weeds. This is also true in your computing landscape. Judiciary IT staff is responsible for keeping your workstation's environment green, but spring's a good time to take stock of what might be fertile ground for pests and problems on your home PC. A little prevention can keep PC problems from spreading like dandelions.

Just as you divide and replant bulbs around your garden, your computer often separates or "fragments" changes you make to your files and stores them all over your hard drive. It then schleps back and forth across your hard drive to retrieve the information.

Perform a "defrag" to increase the efficiency of your operating system in accessing files. 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 (usually C), click on Defragment, and the program will sort out and rearrange your files, optimizing storage space. If you haven't done this for a while, sit back; it could be like watching pachysandra grow.

Back up all your important files. Prune unnecessary temp files and programs taking up space and slowing your PC to a slug's pace. Go to the Desktop and open My Computer, right-click your C drive, select Properties, and click the Disk Cleanup button. When you see the Disk Cleanup dialog box, make sure the only boxes checked are Temporary Files and Recycle Bin, then click OK.

Speaking of your recycling bin, it's not compost, it's trash. Empty it regularly! You can do this easily by just right clicking on the icon on your desktop and selecting Delete. Deadhead your Internet Explorer's cache and history. From the Start menu, go to Settings, Control Panel, Internet Options, and click the Delete Files button in the area titled Temporary Internet Files. In the same dialog box, you'll also see Clear History. Clicking this button will save your PC from culling through pages you haven't visited since last spring. You can set it to leave the pages you have visited recently. This clean up can also help eliminate some spyware lurking in the brush.

Speaking of spyware, firewalls and antivirus software are evergreen on the Judiciary network, but cultivating perennial safe practices keeps your home PC from becoming a hot house for viruses:

1. Be sure you are protected with antivirus software and keep your subscription updated;
2. Don't open unsolicited e-mails or attachments from unknown senders;
3. If you are using Outlook Express, turn off the preview pane which can automatically open harmful e-mails;
4. Check for updates for Microsoft Office by going to [www.microsoft.com](http://www.microsoft.com), where you can get free updates that improve Office's stability and security;
5. Don't execute games, screen savers or other programs from untrusted sources;
6. Before buying your bulbs online, review the Web site's privacy policy before doing business with them.

You keep your gardening tools polished and oiled. Your PC is an important tool that needs to be cared for, too. With your PC powered down, use a can of compressed air to blow away the stale Triscuit and PopTarts crumbs planted in your keyboard (don't get too over-zealous and use a vacuum cleaner, as they generate their own electric charge which may clash with the charge of your computer). Wipe the keys with a cotton swab soaked in alcohol. Wipe the monitor, clean out the mouse, locate the surge protector hiding somewhere under your desk and clean the dust away from that. Follow your manufacturers instructions for cleaning your printer.

In *Twelve Lessons on Life I Learned from My Garden*, Vivian Elisabeth Glyck wrote, "Many things love to live off your plants, including bacteria, bugs, birds and bunnies. If you don't control them, entire crops can be ruined."

How this parallels the life of your computer! While some worms and bugs are beneficial to your begonias, hedging your PC's vulnerability to the electronic bugs and the dust bunnies will help you extend the digital growing season for many springs to come.



### 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.*