

NACM MEMBERSHIP SERVICES COMMITTEE
2010-2011 Report of Projects and Results

Committee Chair: Michele Oken, General Jurisdiction Director

Vice Chair: Carla Smith, At Large Director

Subcommittee Chairs:

Award of Merit:	Duane Delaney
First-Time Attendees Reception:	Paul DeLosh/Michele Oken
ICM Fellowship Grant:	Suzanne Stinson
Justice Achievement Award:	Stephanie Hess
Online Store/Merchandise:	Michele Oken
Mentor Program:	Paul DeLosh
Membership Zone:	Ken Kallman

Committee Members:

Sahira Abdool, Texas	Louis Hentzen, North Dakota
T.J. Bement, Georgia	Stephanie Hess, Ohio
Judge Grant Brantley, Georgia	Ken Kallman, California
Debra Brinkman, California	Peter Kiefer, Arizona
Vicky Carlson, Minnesota	Nancy Manuele, New Jersey
Nancy Clemens, Pennsylvania	Jim McGlynn, California
Steve Cohen, California	Leesa McNeil, Iowa
Duane Delaney, Washington D.C.	Norman Meyer, New Mexico
Paul DeLosh, Virginia	Chris Patterson, Georgia
Pam DeVault, Missouri	DeMarco Pennington, Georgia
Thomas Dibble, New Jersey	Linda Romero Soles, California
Julie Fend, Minnesota	Will Simmons, Georgia
Pamela Hall, Mississippi	Thangavel Subbu, Texas
Pam Harris, Maryland	Mark Weinberg, Florida

1. Project Title: Membership Recruitment/Incentive Program

Results: This year's Membership Services Committee has been extremely active in recruiting new members. The committee continues to brainstorm ideas for building membership. The main focus is on retention of current members as well as what NACM has and will offer its membership in the future. Each month, committee member Paul DeLosh, sends a Survey to all members who have not renewed their membership.

The Survey serves as a reminder to members and also provides insight which is helpful for recruitment and retention purposes.

The 2010-2011 Membership Incentive Program entitled Take the Membership Challenge encouraged each member to recruit at least one new member. Members received one raffle ticket for each member recruited to be chosen in a drawing at the Annual Conference in Las Vegas.

Thank you to the following members who have recruited one or more individuals as NACM members:

David D. Wasson III, Esq.	6
Raymond L. Billotte	5
Linda Romero Soles	4
Patrice D. Eubanks Mora	3
Cruz Maldonado	3
Jude Del Preore	2
Frances H. Hedrick	2
Henry James McGlynn	2
Marcus W. Reinkensmeyer	2
Sarah Brown-Clark	1
David A. Cable	1
Timothy F. Fautsko	1
Phillip Knox	1
Kerry A. Much	1
Michele Oken	1
Barbara Reed	1
Cathelene Robinson	1
David Slayton	1
Suzanne H. Stinson	1
Nina M. Thomas	1
Jan M. Weaver	1
Karen L. Westover	1

2. Project Title: Mentor Program Pilot Project/Permanent Program

Project Chair: Paul DeLosh
Committee Members: Steve Cohen
Jim McGlynn
Carla Smith

Results: The NACM mentor program pilot project continued from last year through March of 2011. As a result of the program's success, the Board voted to make the pilot a permanent program. NACM continues to

encourage new and existing members to participate in this extremely worthwhile program as a mentor or mentee.

The Mentor Program and Early Career Professionals (Planning Committee) worked together this year on two new projects: one, a mentor program Through a partnership with American University providing NACM members an opportunity to join on-site technical assistance teams responsible for reviewing and analyzing procedural and operational court-related functions and developing recommendations to individual courts, judicial system agencies, and general government agencies; and, two, a video to jointly recruit and market new members. NACM contracted with a professional company to create the video which will be ready for distribution in the summer of 2011.

3. Project Title: ICM Fellowship Grant

Project Chair: Suzanne Stinson
Committee Members: Duane Delaney
Kelly Steele

Results: The ICM Fellowship Grant is awarded each year to a NACM member to attend one phase of the Court Executive Development Program (CEDP) of the National Center for State Courts (NCSC) Institute for Court Management. The Board voted to increase this year's award to \$3,000. This year's recipient is Theresa Ann Ewing. An additional \$3,000 award was sponsored this year by the National Center for State Courts in memory of the late Edward Gallas, a pioneer in Court Administration. Marilyn J. Finsen was the recipient of this award

4. Project Title: Justice Achievement Award

Project Chair: Stephanie Hess
Committee Members: Sahira Abdool-Black
T.J. Bement
Vicky Carlson
Thomas Dibble
Terri Johnson
Peter Kiefer
Linda Romero-Soles

Results: The Justice Achievement Award was established to publicly recognize courts and related organizations for meritorious projects and exemplary accomplishments that enhance the administration of justice.

The 2011 Justice Achievement Award Subcommittee chose a project submitted by Oakland County, Michigan entitled: **The Adoption Permanency Project and Study.**

5. Project Title: Award of Merit

Project Chair: Duane Delaney
Committee Members: Paul Burke
Frank Broccolina
Janet G. Cornell
Collins E. Ijoma

Results: The Award of Merit is NACM's most prestigious individual award presented annually to recognize distinguished service and outstanding contributions to the profession of court administration. After careful review of all nominations, the subcommittee selected Christopher Crawford as the 2011 recipient of the Award of Merit.

6. Project Title: Membership Fee Rate Changes

Results: At the recommendation of the Membership Services Committee, the NACM Board approved a change in the bylaw language which will allow those students enrolled part time in a degree program to be eligible for student membership. Additionally, the Committee recommended a reduction from \$95 to \$50 for retirees, which was approved by the Board effective July 1, 2011.

7. Project Title: Online Store/NACM Merchandise

Project Chair: Michele Oken
Committee Members: Paul DeLosh
Jim McGlynn
Kelly Steele

Results: The subcommittee worked with the website committee to update the NACM home page link to the store by adding a shopping cart logo. NACM Merchandise will be available for sale at the Annual Conference in Las Vegas.

8. Project Title: Hardship Program

Results: The NACM Board agreed to continue accepting Hardship Program applications and offer membership at a reduced fee as a result of

the continued financial challenges, including but not limited to, loss of jobs and furloughs. The reduced fee is offered for one year only to regular members who have faced financial hardship.

9. Project Title: First Time Attendees Reception

Project Chair: Paul DeLosh/Michele Oken
Committee Members: Sahira Abdool
Ken Kallman
Jim McGlynn

Results: All first time conference attendees were invited to attend a reception, also attended by the NACM Officers, Board Members and Past Presidents on the first day of the Annual Conference. The purpose of the reception is to welcome and engage first time conference attendees to share how they can take advantage of the learning, networking, and resource opportunities that will be available to them at the Annual Conference. This year's First Time Attendee's Reception will be held jointly with the National Association of State Judicial Educators (NASJE).

10. Project Title: Membership Zone

Project Chair: Ken Kallman

Results: The Project Chair submitted articles which were published quarterly in the Court Express. "The Membership Zone" articles focus on membership recruitment and retention.

11. Project Title: Re-Membering Project

Project Chairs: Paul Burke
Michele Oken

Results: The Re-Membering Project was one of President Del Preore's top ten goals this year, an outreach effort to increase membership numbers by contacting former members who had not renewed their membership since 2008. Past Presidents, Board members and Membership Services Committee members were enlisted to call, email or send letters to over 900 former members in all 50 states. The Project required extensive coordination by the project chairs and compilation of statistical results is ongoing.